



Grafton Childcare's Staff Handbook (Code of Practice)

Contents

Staff Handbook/Code of Practice	Page 1
Who Are We? Our Mission Statement	Page 2
Terms of Employment Remuneration Expenses Claims Hours of Work	Page 3
Holidays	Page 4
Sickness Policy Statutory Maternity & Paternity Pay Pensions Termination of Employment Contract	Page 5
Mobile Phone and Camera Policy See our full communications policy for full details.	Page 6
Disciplinary Rules and Procedures Disciplinary Rules Examples of Misconduct Examples of Gross Misconduct	Page 7
Disciplinary Hearings Disciplinary Procedure Appeals	Page 8
Grievance Rules and Procedure Grievance Rules Grievance Procedure	Page 9
Appeal Hearing	Page 10
Induction Equal Opportunities/Equality and Diversity in the Induction Process Induction Checklist Responsibility for Induction Review Meetings	Page 11
Supervision Annual Appraisal	Page 12
Subsistence Arrangements Equipment and Resources Work-life Balance Statement	Page 13

Contents

Managing Stress at Work	Page 14
Common Symptoms	
Dealing with Stress at Work	
Planning and Escaping Stress at Work	Page 15
Make Time for Yourself	
Why Stress could be Good for You	
Stress Can be Good!	
Summary	Page 16
Grafton Childcare Policy and Procedures	Page 17
Grafton Childcare Insurance Policies	
Health and Safety	Page 18
Why do we have a Health, Safety and Wellbeing Policy?	
Who is responsible for health and safety within Grafton Childcare	
What do I Need to Do to Meet my Responsibilities?	Page 19
What Happens if I Don't Meet My Responsibilities?	
Who Can Help Me If I Need Advice?	
What Do I Do If I Have a Health and Safety Concern?	
How Do I Get Further Information on Health and Safety?	
Statement of Intent	Page 20
Specific Responsibilities	
Staff Responsibilities	
Accidents	
Prevention and Reporting	
Accident Record Books	Page 21
RIDDOR	
Risk Assessment	Page 22
What is a Risk Assessment?	
How to Assess the Risks in Your Workplace.	
First Aid Boxes	Page 23
Cleanliness of Grafton Childcare	
COSHH	
Driving Safety	Page 24
Principles of Safe Driving	
Electrical Safety	Page 25

Contents

Environment and the Workplace Fire Precautions	Page 26
Fire Procedure If You Discover a Fire On Hearing the Fire Alarm	Page 27
Food Handling Principles of Safely Handling Food Keep it Clean - Keep it Cool - Keep it Covered Principles of Safely Using Equipment in Catering Areas	Page 28
Health and Hygiene Induction and Training Lifting and Manual Handling	Page 29
Preventing Back Pain as a Result of Manual Handling Always Perform Your Own "on-the spot" Risk Assessment: Think 'TILE':	Page 30
Water and Electricity Points Reviewing The Policy	Page 31
Grafton Childcare's Use of Ladders Protocol Can you avoid working at height? If You Use Stepladders	Page 32
Is It safe? Using a Stepstool	Page 33
Nappy Changing Procedures	Page 34
Display Screen Equipment	Page 35
Accident/Incident Reporting Loading Cars	Page 36
Safeguarding Policy Purpose and Aims Ethos Responsibilities and Expectations	Page 37
Recognising Concerns, Signs and Indicators of Abuse	Page 38
Physical Abuse Emotional Abuse Sexual Abuse Neglect	Page 39

Contents

Current Safeguarding Issues	Page 39
Child Exploitation and E-Safety	Page 40
Forced Marriage	
Under-aged Marriage	
Genital Mutilation/Female Circumcision	
Ritualistic Abuse	
Sexually Active Under Eighteen Years Old	
Safeguarding Disabled Children	Page 41
Honour Based Violence	
Trafficked Children	
Domestic Abuse	
Private Fostering	Page 42
Safer Recruitment and Selection	
What to Do if You are Concerned	
Managing Allegations	Page 43
Whistle Blowing	Page 44
What is Whistle Blowing	
What Does the Law Say?	
Responsibilities and Expectations	
Who to Contact	Page 45
Confidentiality	
Safeguarding Training	
Mobile Phones and Cameras taken from our full Communications Policy	Page 46
Related Setting Policies	
Legislation Relating to this Policy	Page 47
Manuals Kept in Setting	
Useful Safeguarding Contacts	Page 48
Multi-Agency Safeguarding Hub - MASH	Page 49
Equal Opportunities, Anti-discrimination, Inclusion, Special Educational Needs & Disability Policy	Page 50
Special educational needs co-ordinator (SENCO)	
Recruitment and Induction Policy	Page 52
Introduction	
Equal Opportunities/Equality and Diversity in Recruitment	
Monitoring Equal Opportunities/Equality and Diversity in Recruitment	

Contents

Recruitment Authorisation Job Descriptions and Person Specifications Advertising of Vacancies Shortlisting	Page 53
Recruitment Interviews Verbal Offer of Employment References	Page 54
Self-disclosure: The Rehabilitation of Offenders Act	Page 55
Disqualification by Association and the Disclosure and Barring Service	Page 56
Reasons for Disqualification Checking Suitability	Page 57
The Bribery Act Qualification Certificates Work Permits and Illegal Working	Page 59
Personnel Records & Starter Procedures Written Offer of Employment	Page 60
Induction Complaints Procedure	Page 61
Confidentiality Policy Commitment Implementation	Page 62
Complaints Policy	Page 63
Bullying and Harassment Policy What is bullying at work?	Page 65
The Legal Position	Page 66
Contact Officers The main role of the Contact Officer is to: The Contact Officers for Grafton Childcare are:-	Page 67
Staff Code of Conduct, Dress & Written Codes	Page 68
Data Protection Policy Introduction The Data Protection Principles Rights of Data Subjects	Page 69

Contents

Personal Data Processing Personal Data	Page 70
Health Records Benefits	Page 71
Trade Unions Monitoring Data Protection Procedures	Page 72
Organisational Measures	Page 73
Access by Data Subjects Notification to the Information Commissioner's Office	Page 74
Communications Policy Introduction General Principles Internet	Page 75
Blogging and Social Networking Sites	Page 76
Email	Page 77
Personal Email Telephone Use Grafton Childcare's Telephone System Mobile Phones Grafton Childcare's Communications Equipment	Page 78
Monitoring	Page 79
Misuse and Compliance	Page 80
Allergen Policy Ingredients/Labelling	Page 81
Monitoring Supplier information Managing cross contamination	Page 82
Training Communication where allergen information is provided orally	Page 83
Food & Hygiene Policy Introduction Food Handling and Transport	Page 86

Contents

Equipment and Premises	Page 86
Cross-contamination of Foods Temperature Control Chilled Foods	Page 87
Cooking Food Refrigerators	Page 88
Food Handling Staff	Page 89
Occupational Health Accidents and Dangerous Occurrences Knife Handling	Page 90
Disposal of Waste Safe Handling of Broken Glass Cleaning	Page 91
Hygiene Policy Introduction Personal Hygiene Nappy Changing	Page 93
HIV and Other Blood Transferred Infections Illnesses Accidents	Page 94
Food Handling Serving of Foods Cleaning	Page 95
Smoking General	Page 96
Maternity Policy Induction Time off for Antenatal care Notification Pregnancy	Page 97
Maternity Leave Period - Ordinary Maternity Leave Rights During OML Period	Page 98
Right to return to Work Following OML Additional Maternity Leave Right to Return to Work After AML Throughout Both OML and AML, the Employee	Page 99

Contents

Holiday During Maternity Leave	Page 99
Work and Contact During Maternity Leave Statutory Maternity Pay	Page 100
Meeting with Grafton Childcare Preliminary Meeting Subsequent Meetings	Page 101
Returning to Work Transfer of Maternity Leave Post-Maternity Leave	Page 102
Delayed Return from Maternity Leave Breast Feeding	Page 103
Flexible Working Policy Introduction Aims of the Policy Provision	Page 104
Procedure Appeals	Page 105
Prevent Duty Policy	Page 107
Appendix 1 - Holiday Request Form	Page 110
Appendix 2 - Staff Uniform and Equipment Inventory	
Appendix 3 - Annual Policy Statement Record	
Appendix 4 - SMART Tasks Sheet	
Appendix 5 - Staff Accident Form	
Appendix 6 - Health & Safety Induction Checklist	
Appendix 7 - Staff Suitability Declaration	

Staff Handbook/Code of Practice

Our Staff Handbook/Code of Practice has been written for every person involved in the setting, including:

- Permanent members of staff
- Apprentices
- Volunteers on placement

This code has been put together to form Grafton Childcare's Staff Handbook and a copy is given to all staff, apprentices and volunteers at their induction and it is a truly working and evolving document for the setting as a whole. Every member of staff, apprentice and volunteer will be asked to complete our Health and Safety Induction to the Workplace which can be found towards the back of this Handbook. In doing so they will be confirming that they have read and understand the Handbook and its contents will be regularly discussed and revised during our regular staff meetings.

What is the Code of Practice?

The Code of Practice is guidance for staff, apprentices and volunteers which makes sure that the setting is run effectively for children and parents.

Why have a Code of Practice?

A Code of Practice is written to

- Make expectations for how people work absolutely clear
- Make sure that families who leave their children at the setting get the best possible service
- Reduce the possibility of risk of injury or abuse of any kind for all children
- Make sure that there is no misunderstanding about the policies
- Make children and families feel confident about the provision.

Every member of staff, apprentice and volunteer needs to take personal responsibility for understanding and abiding by the Code of Practice as clearly set out in Grafton Childcare's Staff Handbook

What does it cover?

This Code of Practice covers all our working policies and procedures.

Who Are We?

Grafton Childcare is a highly motivated, independent childcare provision.

Grafton Childcare was created to provide childcare as a high quality, home based care option and was set up in 1991 in order to provide Registered Childcare.

Prior to September 2008 we operated as Registered Childminders. From the 1st September 2008 Ofsted brought in a new category of provision. Childcare on Domestic premises was formed as a new type of childcare. Its purpose being to make a distinction between childminding and larger-scale provision operating from domestic premises.

Grafton Childcare aims to provide quality childcare, that is not expensive, but priceless. Grafton Childcare works together with Parents, Carers, Local Authorities and other Children's Organisations to achieve these aims.

Grafton Childcare aims to promote the advancement of education and training of all of its staff members.

Grafton Childcare is very proud to be registered as a Devon Early Years Education and 2together and Early Years Entitlement funding provider.

Grafton Childcare aims to work together with others to enhance the quality and status of Childcare on Domestic Premises setting like ourselves.

Our Mission Statement:

Grafton Childcare seeks to always provide children with:

- a secure, welcoming and friendly environment with a variety of challenges and experiences
- opportunities to explore their surroundings
- opportunities to develop at their own pace and ability
- opportunities for uninterrupted and spontaneous play
- opportunities to be respected and listened to
- opportunities to play with other children and to feel a valued member
- opportunities to form meaningful, lasting and secure relationships with key workers and other staff members
- practitioners who are "tuned in" to their needs
- a sense of belonging, and being loved and cared for

Terms of Employment

All employees will receive a letter of appointment shortly after taking up employment with Grafton Childcare. All employees will require a DBS check and two satisfactory references before working in an unsupervised capacity with children.

All employees, as required by law, will be given an employment contract within 12 weeks of starting their employment with Grafton Childcare. This contract will outline conditions of employment such as hours of employment, payment, holiday entitlement, sickness and notice of termination of contract for both employee and Grafton Childcare.

All employees will receive a copy of the staff handbook. Further terms of reference are included in this handbook and these outline both your Grafton Childcare responsibilities to you and responsibilities to Grafton Childcare.

Remuneration

Wages are paid on the last day of each month by bank transfer. Grafton Childcare's months run from the 25th - 24th. Your pay slip will be handed to you at the end of each month.

Note:

If you experience problems with your salary/wages please seek advice from the Manager, Denise Tupman in the first instance.

Expenses Claims

The following items are automatically reimbursable if agreed before the expense was incurred:

Mileage	All journeys undertaken whilst working are paid at 32p per mile
Car Parking	All car park charges whilst on Grafton Childcare business
Telephone	Itemised claims, except where broadband services are within the setting
Ink	One cartridge of ink per year while studying for an agreed qualification
Postage	Items that have been authorised by the Manager
Other Items	Other items can be authorised by the Manager

Expense claims are to be sent to the Grafton Childcare Manager by the 23rd of the month. Expenses will be paid on the last day of the month by bank transfer. Expenses that are not authorised may result in that amount not being reimbursed. Unexpected expenses can be paid early by special request.

Hours of Work

Your hours will be detailed in your employment contract, you may be requested to work extra hours this will be at the discretion of your Manager. You must be available to attend occasional evening and weekend training courses at the direction of your Manager.

Holidays

The maximum holiday entitlement is 28 days per year, as per Employment Law. After 5 years service this entitlement is increased by 1 day per annum until it reaches 30 days whereby it is capped.

When you start or finish working for Grafton Childcare your holiday entitlement is calculated on a pro rata rate for the year.

Your holiday entitlement is shown in **Appendix 1**

All holidays must be requested using the Holiday request form shown in **Appendix 1**. This form is normally submitted each January to the Manager who will consider whether leave can be authorised based on maintaining minimum ratios for the whole team, after which your request for leave will be confirmed/declined in writing.

Holidays must be taken at times convenient to the Company and two calendar months written notice of your request to take holiday must be given to the Manager. Grafton Childcare will normally try to accommodate individual preferences for holiday dates but the needs of the business may have to take precedence, particularly where inadequate notice is given. Some holidays are determined in advance by Grafton Childcare and will be notified to you at the start of the holiday year. All employees other than maintenance workers will be required to take their holidays on the days specified when Grafton Childcare will be closed.

Summer Shut Down

Grafton Childcare is usually closed for between five and six days at the end of August each year. Specific dates will depend on when the August bank holiday falls each year. For 2015 the specific dates will be Monday 24th August until Monday 31st August, reopen on Tuesday 1st September 2015. Refer to our website for future years www.graftonchildcare.co.uk

Christmas/New Year

Grafton Childcare is usually closed for two weeks between Christmas and New Years Day each year. Specific days will depend on the calendar for each year and will vary. For 2015/16 the specific dates will be Monday 21st December until Friday 2nd January, reopening on Monday 4th January 2016. Refer to our website for future years www.graftonchildcare.co.uk

For new employees it is possible that he/she will not have accrued sufficient service to be paid for the whole of the holiday period. Employees should understand that any holiday in excess of what has been earned, might have to be taken without pay.

Unpaid leave must be requested using the same process as above. Normally no more than 2 weeks holiday can be taken at any one time.

Sickness Policy

In the event of your absence for whatever reason you or someone on your behalf **must contact the Manager directly between 7.00 am and 8.00 am on the first day of your absence**, this must not be done via another employee of Grafton Childcare. You must inform the Manager of the reason for your absence stating when you will return, via our landline phone or landline answer machine. If you or the person phoning on your behalf has not stated when you will return, then you will be expected to telephone in between 7.00 am and 8.00 am on each subsequent day of absence, stating when you will be returning to work and the reason for your absence. Failure to do so will render you subject to disciplinary action.

Upon your return to work you will be required to complete a self certification notice with the Manager.

If you are off work for over 7 days you are required to send a Doctors Sick Note to the Manager for every week you are off sick. For longer periods of absence your Manager will ask for a report from your Doctor confirming your state of health and ability to carry out your job.

Your employment by the Company is subject to the Company's rules relating to sickness absence, you may be entitled to Statutory Sick Pay.

For the purposes of the Statutory Sick Pay scheme the agreed 'qualifying days' are Monday to Friday. There is no contractual right to payment in respect of periods of absence due to sickness and or incapacity. The first three qualifying days of absence do not attract SSP.

Statutory Maternity & Paternity Pay

Maternity and Paternity pay will be awarded in accordance with current regulations, see our full Maternity Policy for more details.

Pensions

There is no pension scheme applicable to your employment. Eligible employees remain contracted into the State Second Pension (S2P).

Termination of Employment Contract

You are entitled to receive from Grafton Childcare and are obliged to give Grafton Childcare one weeks written notice to terminate your contract of employment to the Manager. Thereafter, an extra week's notice will be given for each full year of service up to 12 weeks' notice after 12 years' service.

Less notice for the termination of the employment contract might be provided if disciplinary proceedings have deemed otherwise. Refer to the Disciplinary Rules and Procedure for more details.

Mobile Phone and Camera Policy

The using of employees cameras to take photographs of any child at Grafton Childcare may not be undertaken whilst working. At all times all employees mobile telephones and/or cameras must be kept in staff bags unless on a designated break away from any children for who childcare is being provided. Disciplinary action will be taken against anyone disregarding this rule. **See our full communications policy for full details.**

Disciplinary Rules and Procedures

Disciplinary Rules

The rules and procedures outlined below are for the purpose of promoting fairness and consistency in the treatment of employees. They apply to any misconduct or failure to meet standards of performance or attendance. The procedure is referred to in your contract of employment.

If your standard of work or conduct falls and, after warnings, remains below the level that is acceptable, you may be dismissed.

Summary dismissal without notice will take place if an act of gross misconduct is committed. Gross misconduct is any deliberate act by an employee that is detrimental to the good conduct of Grafton Childcare's business.

Examples of Misconduct

The following is a non-exhaustive list of examples of offences that amount to misconduct falling short of gross misconduct:

- Unauthorised absence from work
- Bad time keeping
- Unacceptable performance
- Unauthorised use of a Mobile Telephone or Camera
- Inappropriate standard of dress
- Minor damage to Grafton Childcare's Property.
- Minor breaches of the Grafton Childcare's rules
- Disruptive or abusive behaviour
- Unsatisfactory attendance
- Unsatisfactory sickness

Examples of Gross Misconduct

The following is a non-exhaustive list of examples of offences that amount to gross misconduct:

- Theft or dishonest conduct
- Wilfully causing damage to Grafton Childcare property.
- Breaches of Grafton Childcare's of Conduct, Dress and Written Codes of Conduct,
- Falsification of paperwork, expense claims or Self-Certificate Forms.
- Refusal to carry out duties or reasonable instruction
- Intoxication by reason of drink or drugs
- Indecent, violent, dangerous or intimidatory behaviour.
- Unauthorised photography of a child at Grafton Childcare
- Repeated unauthorised use of a Mobile Telephone or Camera
- Unauthorised disclosure of confidential information concerning the affairs of Grafton Childcare, its clients, employees or associated organisations.
- Serious or repeated instances of racial, sexual or other unlawful discrimination or harassment.

Persistent disruptive or abusive behaviour
 Any act likely to bring Grafton Childcare into disrepute
 Failure to disclose the correct information on your job application
 Criminal conviction relevant to your employment.
 Disqualification by Association

Disciplinary Hearings

No disciplinary action will be taken until the case has been fully investigated.

At all stages you will be advised of the nature of the complaint and will be given every opportunity to state your case before a decision is made and you may, if you wish, be accompanied by a work colleague of your choice.

Written warnings will specify the nature of the misconduct or incapability steps (if any) required to remedy the same.

Disciplinary Procedure

Except for gross misconduct, the following procedure will normally be adopted: -

1. For minor breaches of discipline, or failure to achieve satisfactory standards, a formal warning will be given by the Manager. This will be noted on your personnel record but will be removed after six months in the absence of further offences.
2. For more serious offences, or in the event of further minor transgressions, a warning will be given in writing. The written warning will be noted in your personnel record but will be removed after twelve months in the absence of further offences.
3. This warning will specify that the consequences of a failure to comply will normally result in dismissal. The final written warning will be removed from your personnel records after twelve months in the absence of further offences.
4. In the event of further misconduct or failure to achieve satisfactory standards or in the case of misconduct not amounting to gross misconduct but warranting dismissal, you will receive an interview with the Manager, if in the Manager's opinion the matters complained of are substantiated you may be dismissed.

In the case of gross misconduct you will be interviewed by the Manager and if in her opinion the matters complained of are substantiated you will normally be dismissed without notice or pay in lieu of notice.

Appeals

If you are dismissed with any disciplinary decision affecting you, you may appeal as follows:

To the Manager of Grafton Childcare, within five working days of the disciplinary decision appealed against, stating the grounds for appeal.

The decision of the person hearing the appeal is final. There is NO further right of internal appeal

Grievance Rules and Procedure

Grievance Rules

Grafton Childcare recognise that from time to time, employees may wish to raise a grievance with the management relating to their terms and conditions of employment and have a right to have their grievances heard and redressed speedily. The purpose of this document is to provide a fair, consistent, reasonable and quick mechanism for dealing with individual grievances.

Principles

The employee will receive reasonable notice of the date and time of any formal grievance hearing, which will be held in a private environment.

Decisions on grievances will be communicated to the employee promptly and in writing.

The employee will be given the opportunity to formally state their case.

A work colleague of their choice during any formal grievance procedure may accompany the employee.

Employees who bring grievances will in no way be subjected to discrimination in any form as a result of raising a grievance.

Any time limit specified within the procedure may be extended by mutual agreement only, and confirmed in writing.

Scope

This procedure applies equally to all employees of Grafton Childcare.

This procedure will not apply to other agreed procedures of Grafton Childcare for which a separate procedure applies, including the Disciplinary Procedure

Communication

Employees should speak informally to the Manager about any issues that may cause them concern or dissatisfaction.

Grafton Childcare recognises that effective communication can minimise problems and every effort should be made to resolve problems as close to their source as possible.

Where problems are not resolved the following Grievance Procedure will apply:

Grievance Procedure

The following procedure will normally be adopted: - Stage 1

1. The employee should inform the Manager of their wish to invoke the formal grievance procedure and a grievance interview will be held.
2. The Manager may request that the grievance be put in writing prior to interview.

3. The Manager will respond to the grievance within five working days of the interview.
4. The employee may proceed to the second stage of the procedure only if:
 - the employee is not satisfied with the response
 - the response is not given to the employee within the agreed time limit
 - the complaint is outside the authority of the Manager.

If there is failure to agree, either both parties may refer the grievance to the next stage of the procedure:

Stage 2

1. In such cases the Employee should write to the Manager requesting a grievance hearing.
2. The Manager will arrange a grievance hearing within five working days of the written request
3. Other people who may attend a hearing:
 - The employee - to state their case
 - A work colleague of their choice (to represent or support the employee)
 - The Manager of the employee and, if appropriate a colleague.
 - Any witnesses (only relevant for part of the meeting)
4. The Manager will chair the hearing and will respond with a decision to the employee in writing within five working days.
5. Records of the hearing and written confirmation of the decision will be kept and copies circulated to relevant members of staff and the employee.

The decision of the Manager is final at this stage unless: -

6. The procedure is not correctly applied

Appeal Hearing

1. Where this stage is invoked, the employee must write to the Manager of Grafton Childcare within five working days of notification of such a decision, setting out the specific grounds for appeal under the above criteria.
2. The Manager will arrange another meeting within five working days of the request being made.
3. At any grievance appeal hearing, the employee shall have the right to state their case and be accompanied by a work colleague of their choice
4. That at the appeal hearing the Manager will have the right to endorse or overturn any grievance decision taken and the Manager's decision will be final
5. Decisions made at the appeal hearing will be communicated in writing to the employee within five days of the hearing

Induction

Grafton Childcare will provide all employees, whether temporary or permanent, with an induction course designed to integrate them quickly into Grafton Childcare.

- An effective, well-structured, induction course has been shown to contribute significantly to motivating and retaining newly appointed employees.
- The induction course will vary in terms of length and content in order to meet the needs of the individual employee and the role he/she will be fulfilling.

Equal Opportunities/Equality and Diversity in the Induction Process

It is against Grafton Childcare's Equal Opportunities/Equality and Diversity Policy to discriminate either directly or indirectly on the grounds of race, nationality, sexual orientation, gender reassignment, ethnicity, cultural or religious beliefs,

Reasonable adjustments to the induction process will be made to ensure that no new employee is disadvantaged because of his/her disability.

Induction Checklist

During the induction process, the Manager will provide the new employee with the information about Grafton Childcare and his/her job, including:

- The structure of Grafton Childcare and the teams;
- Their role and key responsibilities;
- Fire and Health and Safety policy and procedures;
- Expected standards of behaviour
- Probationary periods;
- Grafton Childcare's policies, including equal opportunities, disciplinary and grievance, sickness and absence and the Bribery Act.

The Manager and new employee will complete the induction checklist to ensure all necessary information is covered. On completion, the induction checklist should be placed into the employees personnel file.

Responsibility for Induction

Responsibility for ensuring that a new employees is successfully inducted rests with the Manager. The Manager has overall responsibility for the structure and content of the induction process with in Grafton Childcare.

Review Meetings

The Manager will hold a review meeting with the new employee at the end of the first month of employment to discuss progress, set objectives and obtain feedback on the induction process, using the induction feedback form. **see Appendix 8**

Supervision

Supervision sessions will be arranged as required, to aid your working environment. These sessions are devised to be supportive to your work, you will identify priority areas and targets you wish to achieve and you will be monitoring your success against these areas and targets.

Whilst this may be an ideal time to discuss areas of concern, it is anticipated that you will not hold on to worries or concerns until a supervision session as this will only delay in resolving any issues that may arise.

Should there be personal issues that you wish to discuss, please bring them to the attention of the Manager so that she can be supportive, a trouble shared is often a trouble halved.

The Grafton Childcare management endeavour to be as supportive as possible in personal issues as they recognise that such issues can have a negative impact on work-life balance, there may be opportunities to re-organise your work that will reduce pressure/anxieties.

Annual Appraisal

Annual appraisals will be held each financial year.

Appraisal paperwork will consist of an appraisal questionnaire, an annual training plan and SMART Tasks sheets. All appraisal paperwork is to be returned to the Manager by the date advised. - **see Appendix 4**

The annual appraisal is a time for yourself and the Manager to discuss openly your role within Grafton Childcare, the role of others and how this impacts on your role, your future aspirations for yourself, your role and Grafton Childcare.

Bullet point notes of the meeting may be agreed with you and copies are taken, one for you, one for the Manager and one for the personnel file.

Your annual training plan will be discussed and agreed and this will form the basis for your continued professional development with Grafton Childcare. Incidental training identified during the year must be discussed and authorised by the Manager. It is anticipated that you will complete up to 5 days offsite training per year

Subsistence Arrangements

There may be occasions when you are asked to help run staff training, attend a meeting or conference outside of your normal hours.

Where this may necessitate overnight stays the following terms apply:

Accommodation	This will be arranged for you. It is the policy of Grafton Childcare to organise shared rooms. If this is not acceptable then you are at liberty to request a single room and bear the additional cost yourself.
Subsistence	For evening meals will be paid at the rate of £15 per day for each night you are away from home.
Remuneration	Will be fixed to working periods only.
Travel	Arrangements will be made in accordance with each event, the most effective mode of transport will be sought based on time, energy and cost.

Equipment and Resources

An inventory of uniform, equipment and resources held is to be kept and returned to the Manager annually - **see Appendix 2**

All uniform, equipment, resources and stationery etc that belong to Grafton Childcare are to be kept in good order and regularly maintained. Electrical items are subject to annual testing. Any items requiring maintenance are to be reported and returned to the Manager.

Upon termination of contract, all uniform equipment and resources will be returned in good order to Grafton Childcare prior to the final remuneration payment.

Work-life Balance Statement

Grafton Childcare recognises that there are tangible benefits from supporting flexible working practices, implementing family friendly initiatives and assisting employees to achieve a balance in their work commitments and their life outside of work:

- Recruitment and retention of valued employees
- Reduces the costs advertising and recruiting new employees
- Reduces the costs of training new employees
- More satisfied, more motivated and less stressed employees
- Reduction of absenteeism
- Potential for staffing over a wide range of hours
- Potential for matching working hours to periods of greatest need
- Ability for staff to fit working hours with individual commitments
- Opportunity for career progression, even if not working full-time

Grafton Childcare recognise that from time to time other issues may need to be taken into consideration, when thinking about how we can make change to have a positive influence on work life balance. These changes do not have to be permanent features but recognise the different external pressures employees may have at different stages in they're working lives. Grafton Childcare has been work-life balance, flexibly, friendly since 1991.

Managing Stress at Work

Grafton Childcare recognises that everyone can get stressed at some time in their working life. Not only can stress affect your ability to work, consequently affecting the business, but more importantly - your health.

Stress is 'taken' by the individual and not 'given' by the pressure of work. It is not about being faced with pressure, but more how one reacts to pressure. Stress is natural, it cannot be eliminated altogether. Stress is not always a bad thing. Some people welcome stress, as it acts as a motive to get things done.

Recognising symptoms early can save yourself from serious illness by fighting the problem sooner rather than later. Stress is not an illness it provokes illness by inflicting physical and psychological problems.

Common Symptoms

When you suffer from stress the following symptoms might occur:

Headaches	Migraines	Nausea
Twitching	Sweating	Irregular sleeping patterns

Psychological problems can include:

Anger	Irritable	Reduced self esteem
Mood swings	Depression	Lack of concentration
Inability to perform		

Dealing with Stress at Work

Stress is unavoidable, so you need to consider how best you are going to deal with it. The following will give you some basic advice/ideas for dealing with stress, this is not exhaustive.

Acknowledgement

Accept that stress is the source of the problem by accepting this you can take action.

Be physical

Physical activity can help reduce stress, try running, walking, playing squash, weight training etc. Relax the mind when doing so: remember - the mind is also a muscle.

Talk about it

Share your problems with other people by talking to them. If there is something on your mind, it acts as a weight. Other peoples can offer their support and encouragement to help you find a solution. Colleagues, partners, parents or friends can all be used to help you pull through. Never be scared to ask for advice - it happens to us all.

Have a good cry

Male or female, crying releases tension in the body and at the same time it releases a natural antibiotic that makes us feel better.

Laugh

This may be the last thing on your mind when you are stressed. Remember the old saying 'laughter is the best medicine', it can help. Try it - share a joke, read something funny, watch a comedy on TV...

Planning and Escaping Stress at Work

You are full of stress at work and suddenly, picture you are on a tropical island with only the sounds of the waves and birds singing, the warm sun all over your body and the relaxing feeling of the sand beneath you. No cares in the world, just you and the everlasting peace.

For five minutes you are in your own personal heaven and the BANG! You are back in reality with the phone ringing, paperwork everywhere and that everlasting headache. But you escaped it for five minutes. This was done by pictures, relaxation posters can turn reality into dreams and the psychology behind them has been proved to help people escape stress and create a calmer environment in the workplace.

Make Time for Yourself

The solution is to be ready for stress when it threatens. Have a back up plan for everything..

Relax

When stress builds up, stop, take a few moments, and focus. Take deep, slow breaths to bring your heart rate and respiration back to normal. Take 'time-out', say five minutes every hour to empty your thoughts. Take a lunch break somewhere quiet where no one can disturb you and let the quietness calm you.

It may be work is stopping you from having free time for yourself. You may think that by making time for yourself your work will suffer, but remember you work will not succeed if there is no one healthy enough to do it. Let your mind stray from work by watching TV, reading, having fun with the family, relaxation techniques, anything that makes you relax.

Why Stress could be Good for You

Stress automatically makes us think negative. So collect positive thoughts. Remaining positive will help you achieve your goal and allow you to pull through the stress barrier with as little pain as possible. Tell yourself "I will make this deadline" or "it's not a problem I can't deal with" - use the stress as adrenalin.

Stay Healthy

Eat well, exercise and maintain regular sleeping patterns to stay healthy. You are more likely to battle stress effectively when you are in good shape both mentally and physically.

Stress Can be Good!

New research is trying to tell us that stress should be welcomed. Increasing evidence is pointing to how stress can:

- Prevent cancer from returning
- Reduce the chance of a heart attack
- Increase life expectancy
- Boost the immune system
- Increase brain power

Stress is a sign of your body preparing for action. When we get stressed our body is pumped with chemicals, the heart beats faster, muscles tense and the mind becomes more focused. These changes allow us to master the situations by making that deadline or giving that bad news to an important customer. More clearly, stress helps us to complete task successfully under times of pressure.

Summary

Stress causes physical and physiological problems, and so you should recognise symptoms early so that you can take action to prevent further, more serious conditions.

Stress can be healthy in certain ways, without stress, you would not have the ability to complete tasks during those times of pressure.

Stress will always come into our working lives, consequently we have to learn how to deal with or 'manage' stress to avoid it letting your work or health suffer.

Grafton Childcare Policy and Procedures

Grafton Childcare has numerous policies and procedures. These are reviewed annually in consultation with employees, parents and children.

All employees are required to sign an annual statement to state that they have read, understood and will work to the agreed policies and procedures, the list below is just a small snapshot of the many which we have here at Grafton Childcare. See Appendix 3.

Health and Safety Policy and Procedures

Health and Safety at Work Act 1974 and Regulations Health and Safety Law see A2 poster in workplace Risk assessment
Manual handling
Lone working
Accident/Incident Reporting

Child Safeguarding Policy and Procedures

Equal Opportunities Policy

Inclusion policy and procedures

Confidentiality Policy

Disciplinary Rules and procedures

Communications Policy

Grafton Childcare Insurance Policies:

Employers' Liability Insurance	£10,000,000
Public Liability Insurance	£5,000,000
Equipment Insurance	£75,000
Legal Expenses	£50,000
Professional Indemnity Insurance	£1,000,00

For copies of insurance documents see all certificates displayed in the front porch.

Health and Safety

Why do we have a Health, Safety and Wellbeing Policy?

We want to help employees to keep healthy, protect them from work-related harm, and provide a supportive environment through which staff with health conditions and disabilities can be helped to remain at work. The Health, Safety and Wellbeing Policy describes how we do this and who is responsible for making it happen.

The law requires Grafton Childcare to protect you from work-related harm. You also have a legal responsibility to look after your own work-related safety and health and that of others affected by your work. Following the policy will help you to ensure you are meeting your legal responsibilities and help Grafton Childcare to meet its responsibilities to you.

Who is responsible for health and safety within Grafton Childcare

Everyone has health and safety responsibilities, but the extent of your responsibilities will depend on your role. As an employee you are responsible for:

- Looking after your own work-related health and safety and the health and safety of others affected by your work activities
- Following safe working practices and carrying out your health and safety responsibilities as detailed in Grafton Childcare's Staff Handbook/Code of Practice
- Reporting accidents, work-related ill-health, hazards and incidents. Also, unsafe working practices that could lead to someone being harmed
- Taking part in health and safety training and development as required
- Using Grafton Childcare's equipment safely and in accordance with instructions or training
- Making sure that suitable precautions are put into place to protect children and staff from harm before you organise activities, events or projects
- Seeking advice if you do not feel competent to carry out your responsibilities

If you are a Senior Nursery Nurse you are responsible for the health and safety of your team of Nursery Nurses and the work areas and activities within your area of control. You must make sure that employees understand what they need to do to stay safe, are competent and work safely and in accordance with Grafton Childcare's requirements. You must also ensure that suitable risk assessments are carried out for hazardous work activities and that they take account of the needs of individual children and employees.

The Manager has overall responsibility for the health and safety within Grafton Childcare; and is the most senior employee responsible for the implementation of Grafton Childcare's Health, Safety and Wellbeing Policy. Senior Nursery Nurses have responsibility for ensuring that their rooms comply with Grafton Childcare's health and safety requirements and have effective systems in place for the management of health and safety.

What do I Need to Do to Meet my Responsibilities?

Grafton Childcare has a range of health and safety standards that tell you what you need to do to meet your responsibilities. These can be found on the health and safety pages of your staff handbook/code of practice. The Manager will also have risk assessments and safe working procedures relating specifically to your work. Make sure that you are following them. If you don't understand what you need to do, or feel you need further training and development, speak to the Manager.

If you are a Senior Nursery Nurse make sure that you understand the health and safety risks arising from the work you are responsible for. Keep your team of Nursery Nurses informed on anything that affects their health and safety and make sure they get the information, training and equipment they need to do their work safely. Regularly check that safety precautions are in place and being followed. Guidance and training is available to help you manage health and safety (read further).

What Happens if I Don't Meet My Responsibilities?

You have a responsibility in law to cooperate with Grafton Childcare to help it meet its responsibilities, so failure to do so could ultimately result in disciplinary action. More importantly, it could result in you, a colleague or a child being harmed. The Manager would need to discuss with you why you are having difficulty meeting your responsibilities and help you to overcome any problems. Disciplinary action would only be considered in rare cases, for example where you knowingly did something that could cause serious harm to yourself or others.

Who Can Help Me If I Need Advice?

The Manager of Grafton Childcare is also the Health and Safety Officer (HSO) and responsible for coordinating health and safety arrangements. She will be able to provide advice on specific health and safety procedures or direct you to specialist technical advice. The HSO is responsible for carrying out regular monitoring to check that safety requirements are being met.

What Do I Do If I Have a Health and Safety Concern?

If you identify a health and safety concern or hazard take action to remedy it (if it is in your control) and/or report it to your Senior Nursery Nurse leading your team. Also make sure a health and safety incident form is completed.

It is important that we learn from all incidents or unsafe work activities that have or could have caused harm. That is why it is important that you report them promptly. Find out more about reporting health and safety incidents from your Senior Nursery Nurse or the Manager.

How Do I Get Further Information on Health and Safety?

Grafton Childcare's full Health, Safety and Wellbeing Policy and further information on health and safety can also be found on Grafton Childcare's website at www.graftonchildcare.co.uk.

Statement of Intent

Grafton Childcare recognises that as an employer we have a responsibility to ensure the health, safety and welfare at work of the Grafton Childcare's employees, whether paid or voluntary. The Grafton Childcare also recognises that it has a responsibility to any other people who may be affected by its activities. In accordance with the Health and Safety at Work Act, the provision maintains safe working conditions and ensures that all employees, paid or voluntary, are sufficiently aware of and practise safe systems of working.

This Policy and Grafton Childcare's practices will be reviewed periodically and kept up-to-date in accordance with any changes in legislation.

Health and Safety Policy

Specific Responsibilities

The overall and ultimate responsibility for Health and Safety within Grafton Childcare rests with the Manager.

The Senior Nursery Nurses will generally advise the Manager in the implementation of its Policy and Practices. Members of the Senior Management Team will be responsible for areas/activities in which they are involved:

- By ensuring that the Health and Safety Policy is satisfactorily implemented;
- By ensuring that all new employees, students or volunteers, are aware of and observe the Policy;
- By conducting a full investigation of any accidents or incidents that result in injury.

All employees, whether paid or voluntary, have a responsibility for Health and Safety including the safety of others that may be affected by their acts or omissions. As such, they should familiarise themselves with the Health and Safety Policy of Grafton Childcare and the safe practices appropriate to their place of work.

Staff Responsibilities

- Ensuring all electrical appliances are checked on an annual basis by a competent person;
- Checking and keeping stocked the First Aid Box;
- Routinely checking that all electrical appliances in Grafton Childcare are usable and reporting any defects to the Manager.

Accidents

Prevention and Reporting

Maintenance of property and equipment to ensure personal safety is the overall responsibility of the Senior Management Team. All employees, whether paid or voluntary, are responsible for the correct and safe use of all property and equipment in Grafton Childcare and for the reporting of any faults or hazards to their Senior Nursery Nurse or the Manager.

The aim of any policy relating to accidents must stress that in the first instance every effort should be made to avoid an accident happening. The following list provides an indication of areas that require special attention:

- Beware of wet floors
- Equipment should not be left turned on when unattended and in such a position as to cause others to trip over it;
- Doors and drawers should be either hooks open when in use or kept closed when not in use;
- Equipment should be stored in a tidy and safe manner in cupboards, drawers and really useful plastic boxes;
- Filing cabinets should not be overloaded;
- Climbing onto chairs or desks is not permitted (apart from our Community Playthings Tables and Chairs which have been designed to take heavy loads). Appropriate equipment should be used to reach high levels;
- Step-ladders must be properly adjusted and secured and **must** be supported by a second person;
- Correct methods must be employed when lifting or moving heavy objects;
- Play areas must be kept tidy and clear of obstructions;

This list is not exhaustive!

In the event of an accident, employees, students or volunteers, have a duty to report to their immediate supervisor any such incidents; to assist in determining the cause and to help in any subsequent investigation with the aim of preventing a recurrence. A report of all accidents should be brought to the attention of the Senior Management Team.

Accident Record Books

All accidents resulting in personal injury must be recorded in the accident book, this includes those to Children, Employees, Students, Volunteers and Visitors. Current Accidents Books are stored in the relevant really useful box situated next to the First Aid Bags, on the dining-room shelving unit.

RIDDOR (The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) Our Responsibilities Under RIDDOR

All registered providers of day care for children under eight have responsibilities under this legislation, including Grafton Childcare. Further details can be found on the Health and Safety Executive's website. www.riddor.gov.uk

In brief Grafton Childcare must report certain work-related incidents to the Health and Safety Executive. They have an Incident Contact Centre - telephone 0845 300 9923. They can advise Grafton Childcare if we need to report specific incidents and about what records we should keep.

Grafton Childcare should report any of the following that happens to a member of the public, including a parent or child, or an employee on the premises:

- A death or major injury, which includes a fracture (but not of fingers, thumbs or toes), an amputation, dislocation, permanent or temporary loss of sight, and an injury from an electric shock;
- A reportable disease;
- A dangerous occurrence, which didn't but could have resulted in a reportable injury;
- An injury resulting in hospital admission;

Grafton Childcare would also be required to report such incidents, as well as various other events, to Ofsted.

Risk Assessment

Grafton Childcare has a duty under the law to ensure, so far as is reasonably practicable, your health, safety and welfare at work.

Employees have a duty to look after themselves and others.

Grafton Childcare has a Health and Safety Policy and Denise Tupman is the appointed person for Health and Safety within Grafton Childcare. If you discover a problem, please discuss it with Denise Tupman as the Health and Safety representative.

Sometimes Grafton Childcare employees work from home, Grafton Childcare will wish you to risk assess your home-based office area. This will help us focus on the risks that really matter, the ones with the potential to cause real harm.

The law does not expect Grafton Childcare to eliminate all risk, but Grafton Childcare are required to protect people as far as 'reasonably practicable'.

What is a Risk Assessment?

Simply it is a careful examination of what, in your work, could cause harm to people, so Grafton Childcare can weigh up whether they have taken enough precautions or should do more to prevent harm. Employees have the right to be protected from harm caused by a failure to take reasonable control measures.

How to Assess the Risks in Your Workplace.

Identify the hazard

Decide who might be harmed

Evaluate the risks and decide on precautions Record your findings and implement them

Review your assessment and update if necessary

A **hazard** is anything that may cause harm

A **risk** is the chance, high or low, that somebody could be harmed by these and other hazards, together with an indication of how serious the harm could be.

Grafton Childcare work sometimes varies a lot and entails moving from site to site, so we will identify the hazards you can reasonably expect and assess the risks from them. New hazards and risks can be added when they become apparent.

All employees will be expected to report changes within the home environment to the Manager as soon as possible so that risk assessments can be checked to ensure they reflect the present situation.

A copy of all our risk assessments will be kept on file at Grafton Childcare, some are also placed on our website and weekly blog, www.graftonchildcare.co.uk and www.graftonchildcare.wordpress.co.uk

First Aid Boxes

These are kept next to the accident books. It is the responsibility of the relevant members of the Senior Management Team to ensure directly, or by delegation, that the boxes are properly stocked. Grafton Childcare has three appointed First Aiders - Denise Tupman, Lara Rowe and Jade Lofthouse.

Cleanliness of Grafton Childcare

Grafton Childcare recognises that it has a duty to set appropriate standards of cleanliness throughout its premises and to maintain these by:

- Investigating and acting upon any accidents or incidents that have occurred due to lack of cleanliness;
- Providing enough funding to achieve and maintain a good standard of cleanliness;
- Providing facilities for the safe and convenient storage of cleaning equipment and materials;
- Promoting good housekeeping practices amongst employees, students and volunteers and other users of the premises;

All employees, students and volunteers, have a responsibility to maintain a good standard of cleanliness by:

- Observing good personal and environmental hygiene practices;
- Carefully disposing of rubbish into appropriate containers provided, particularly where clinical waste is concerned;
- Tidying up and putting away all equipment and materials after each activity;
- Cleaning up spillages, debris, litter etc. as soon after the occurrence as possible;
- Reporting any shortfalls in standards to a member of the Senior Management Team.

COSHH (The Control of Substances Hazardous to Health Regulations)

Chemicals are widely used for a variety of processes in office work and cleaning, and some are extremely hazardous. To comply with these regulations a list will be kept by the Manager of all hazardous or potentially hazardous substances that are used in the Provision. A copy of this list will be kept Grafton Childcare.

In addition to chemicals, all body fluids are to be treated as substances hazardous to health and should be carefully dealt with using protective gloves and materials that can be safely disposed of.

The Manager must be informed of any hazardous substances which are brought onto the premises for use by employees, volunteers or students, or other users. Any person(s) using such chemicals must observe the following guidelines:

- all substances, which are included on the COSHH list, including bleach and general household chemicals, are to be stored in a safe place;
- all hazardous substances e.g. bleach, solvents, glues containing solvents are to be used with care;
- always read the label before use and follow the manufacturer's instructions;
- avoid inhalation, ingestion and skin contact of all chemical substances;
- always wear the appropriate protective clothing e.g. gloves etc;
- products must never be mixed as this could rise to hazardous by-products e.g. bleach will give off chlorine gas if mixed with an acidic cleaner such as Harpic;
- Those using the substance must be familiar with the First Aid procedures to be used in the event of an accident.

In the interests of Health and Safety, substances hazardous to health should only be used if there is no less harmful or harmless alternative.

Driving Safety

Grafton Childcare has a responsibility to ensure that where any of our services arrange transport for their users, those people who do the driving are aware of our Driving Safety Policy.

All persons driving on behalf of Grafton Childcare have a responsibility for their own safety and to ensure that their acts or omissions do not endanger the safety of others. They also have a responsibility to adhere to the principles laid out in this Policy.

If on occasions, a person uses their own vehicle for transporting other members of Staff, Students or Volunteers, it is their responsibility to ensure that their vehicle is properly insured, taxed, has a current MOT and is roadworthy.

Under no circumstances is a member of Grafton Childcare's staff, a student or a volunteer permitted to transport a child who is registered to attend Grafton Childcare in their own vehicle during times when they are employed by Grafton Childcare.

Principles of Safe Driving

- All drivers must hold a current and relevant licence;
- All drivers must read and observe the Highway Code;
- Speed limits must be observed;
- Seat belts must be worn at all times;
- The authorised number of passengers must not be exceeded;

- Passengers must not be allowed to alight until it is safe for them to do so;
- Vehicles must not be left with the engine running when parked or being refuelled;
- Drivers must not be under the influence of alcohol during the Grafton Childcare's business;
- Drivers are reminded that smoking or other distracting actions whilst driving is not safe practice;
- The safety of the unborn child must be considered in the case of pregnant female drivers and medical advice in relation to pregnancy and driving must be respected;
- Drivers may need to be aware that they may need to notify their insurance companies to ensure that they are adequately covered;
- Mobile phones must not be used unless there is a hands free application in the vehicle.

Electrical Safety

It is the responsibility of all users to inspect appliances for loose wiring, faulty plugs etc, **BEFORE** using them. Electrical faults must be reported immediately. Faulty equipment must be removed from usage and clearly labelled as such. No-one should attempt to repair the equipment themselves.

The following list shows examples of electrical faults:

- Equipment not working;
- Loose wiring;
- Broken casing around wires or applications;
- Electrical arcing (sparks);
- Plugs becoming warm..., etc.

All employees, students or volunteers, have a responsibility to observe basic principles of electrical safety as well as inspecting appliances before use, i.e.:

- Ensure that hands are dry before using an electrical appliance;
- Ensure that adequate instructions are obtained before using unfamiliar electrical equipment and comply with the manufacturer's instructions;
- Leads should never be pulled to remove a plug or to lift or move an appliance;
- Switch off at the mains, unplug and put away all electrical equipment (where appropriate) when not in use;
- Sockets must not be overloaded by the use of adaptors (when in doubt err on the side of safety/seek qualified advice);
- If extension cables are used then these must be placed in such a way so not to cause a hazard to anybody else.

All electrical equipment will be maintained on a routine basis.

Environment and the Workplace

Grafton Childcare is legally obliged to maintain a safe and acceptable working environment in as far as is reasonable and practicable. Employees, students or volunteers, have a responsibility to co-operate to maintain this environment.

Lighting

Must be suitable and sufficient in every part of Grafton Childcare through which people either pass or work. Doorways and potential hazards like steps must be well lit. Artificial lighting apparatus must be properly maintained and fluorescent lights must be flicker free.

Noise at work Regulations 1989

Apply to all workplaces requiring assessment of noise levels and the taking of appropriate preventative action where excessive.

Space

Around machinery and equipment must be adequate to ensure that safe working practices are achievable.

Heating

Grafton Childcare must ensure that a reasonable temperature (not less than 16 centigrade) can be maintained in every room in which people are employed to work.

Ventilation

Must be effective and suitable to ensure circulation of adequate supplies of either fresh or artificially purified air.

VDUs

For safe operation the equipment needs to be properly installed and consideration given to the following points:

- Make sure that the screen is sharp, clean and individual characters can be easily read;
- The characters should not flicker or move;
- There should be no reflection on the screen;
- Ensure that there is adequate lighting to the desk surface adjacent to the machine;
- Ensure that the user's chair has an adjustable height and back support so that a proper sitting position can be maintained.

Fire Precautions

The Senior Management Team are responsible for ensuring that precautions are taken against fire through the routine maintenance of fire safety equipment, through reviewing and posting emergency fire procedures in buildings and educating employees, students and volunteers, in safe practices.

It is the duty of all employees, students and volunteers, to co-operate in the implementation of this Policy and to report to the Senior Management Team any instances where the property procedures are not being implemented e.g. wedging open of fire doors, escape

routes obstructed by furniture, rubbish, toys and activities and the reporting of faulty electrical equipment.

Within the premises, Grafton Childcare operates a Policy of No Smoking. It is the responsibility of each individual smoker to ensure that they only smoke outside of work hours and ensure that their cigarette is properly extinguished before they enter the property on which Grafton Childcare is situated, including it's grounds.

In the event of a fire:

Don't Panic - follow the Fire Procedure

Do not tackle the fire unless:

- You have been trained to do so;
- You feel able to do so;
- You do not put yourself at risk;
- The fire is small.

Remember the important thing is to save lives, not property.

Fire Procedure

If You Discover a Fire

1. Immediately raise the alarm
2. If in charge of children, pass their care to the nearest member of staff
3. Tackle the fire if possible with the appliances provided, but **WITHOUT TAKING PERSONAL RISK.**
4. Leave the building, assisting with the evacuation of the children.

On Hearing the Fire Alarm

1. The Nominated Person, (this is usually the Manager or in her absence the Senior Nursery Nurse) will call the Fire Service immediately
2. Dial 999 and ask for the Fire Service
3. Wait for the Fire Service to answer
4. Give the full address clearly
5. Evacuate the children in your care by using the nearest available exit and **KEEP THE CHILDREN TOGETHER**
6. Proceed to the assembly point at the back of Grafton Childcare in the top playground.
7. The Person in Charge will take a roll call to ensure that no-one has been left in the building.

DO NOT stop to collect personal belongings

DO NOT re-enter the building until told to do so by the Fire Service

Food Handling

Grafton Childcare has a responsibility to maintain acceptable levels of hygiene and health and safety with respect to food.

All employees, students and volunteers, who handle food, have a responsibility to:

- Maintain a high standard of personal hygiene;
- Refrain from handling food when they or anyone at home are suffering from an infectious disease or have boils, ulcers, cuts or rashes, diarrhoea, eye, ear or throat infection or any untoward discharge;
- Adhere to the Provision's Health and Safety Policy;
- Report shortcomings to the appropriate person, e.g. faulty or damaged storage, preparation and service equipment.

Principles of Safely Handling Food

- All foods must be checked to ensure that they are of the quality, substance and temperature required and that they are within their use-by-dates;
- All foods must be stored under conditions that will prevent their deterioration;
- Instructions on the label, if present should be followed.

Keep it Clean – Keep it Cool – Keep it Covered

- Food and food only, must be stored in areas designated specifically for that purpose (refrigerators, cupboards etc.);
- Saucepan handles should not overhang stove or worktop edges;
- Any food or liquid spillage must be cleaned up immediately;
- When cooking food, recipes or packet instructions must always be followed;
- Signs of any type of pest infection must be reported immediately.

Principles of Safely Using Equipment in Catering Areas

- All electrical equipment must be switched off and the plug removed from the power source when it is being cleaned;
- Refrigerators, freezers and other types of temperature control equipment must be routinely checked to ensure their effectiveness;
- All equipment must be used according to manufacturer's instructions;
- Doors and lids of equipment in use should fit securely;
- Hob burners, grills, ovens etc., must always be turned off when not in use;
- All cooking equipment should be checked when in use to ensure that it is functioning correctly. Any slight electrical shocks received from the equipment must be reported immediately;
- All equipment and working surfaces must be kept in a clean and hygienic condition;
- Cleaning chemicals should be used at the prescribed dilution rate.

Health and Hygiene

Grafton Childcare recognises that hygiene is a basic part of any health and safety programme. As such, the Senior Management Team is responsible for ensuring that the premises are cleaned regularly and that a good standard of cleanliness is achieved overall. Washing and toilet facilities are provided and maintained. Any shortcomings should be reported immediately to the Senior Management Team who will ensure that the necessary action is undertaken.

Grafton Childcare's premises are designated as No Smoking.

Employees, students or volunteers and other users, have a responsibility to ensure that their personal hygiene meets an acceptable standard and that they observe good environmental hygiene practices, e.g. by using the appropriate waste bin for the disposal of rubbish.

Induction and Training

All employees, students or volunteers, read through this policy as part of their induction programme. The Senior Management Team has a duty to ensure they are aware of current legislation and that relevant information is disseminated to the appropriate person.

Lifting and Manual Handling

Grafton Childcare has a moral and legal responsibility to its employees, students or volunteers, to reduce the risk of work associated back problems and other lifting and carrying injuries.

Manual handling the biggest cause of accidents to employees, causing a range of different injuries, such as crushing, cut or bruises. However injuries are the "tip of the iceberg" as many people suffer from disorders such as back pain through cumulative effect over time of lifting, carrying, stooping, bending, stretching and twisting at work and at home.

It is estimated that four out of every five adults will experience³ back pain at some stage in their life. Most people with acute back pain will recover within 6 weeks. However up to 7% of people with a cute back pain will develop chronic back pain, resulting in prolonged discomfort that can significantly affect their quality of life.

There are many factors that contribute to back pain. At work it is most common in work tasks that involve:

- lifting, pushing or pulling heavy or bulky loads;
- carrying loads awkwardly, possibly one handed;
- stretching, twisting and reaching;
- repetitive tasks such as computer work;
- stooping, bending or crouching (poor posture);
- working beyond normal abilities and limits;
- working when physically tired;
- working for prolonged periods in one position e.g. computer work.

Preventing Back Pain as a Result of Manual Handling

For the majority of Grafton Childcare's employees, students and volunteers the risk arises from manual handling activities, such as carrying babies and children, toys and equipment, or rearranging tables and chairs.

If you are regularly required to carry out tasks which involve lifting and handling, the Manager will have carried out a risk assessment, you may also like to complete a Devon Early Years online training course, ask a member of the Senior Management Team for details.

If there is a possibility of injury, consider whether the manual handling activity can be avoided. For example, do the items need to be handled at all or could the work be done in a different way? Speak to a member of the Senior Management Team if you are unsure how to proceed safely. Otherwise, follow these simple tips:

Always Perform Your Own "on-the spot" Risk Assessment: Think 'TILE':

- **Task:** for example can you reorganise storage, so that heavy equipment can be handled at waist height? Can you carry out the task whilst maintaining a good posture?
- **Individual capability:** Never attempt to lift anything beyond your capability. Take particular care if you are pregnant or have had back problems in the past.
- **Load:** is it heavy, bulky or difficult to grasp? Can you reduce the width or put it in something with handholds, to help you handle it more safely. If the weight is uneven, keep the centre of gravity close to your body.
- **Environment:** Will you need to negotiate stairs or doors, potential slip or trip hazards or an untidy storage area? Is there sufficient lighting to see where you are going?
- **Test the weight before lifting:** If it is too heavy, stop and ask for assistance or break the load down into more manageable amounts. Do not try to carry too much in one go.
- **Get help:** You are not expected to move heavy equipment such as tables on your own, ask a work colleague to help you if it is too heavy for you to lift comfortably on your own.
- **Keep storage areas tidy:** try to store heavy and frequently used items on the floor or at waist height.
- **Use lifting and carrying aids:** For example use our chair dollies for moving our mealtimes chairs across the dining room.
- **Children:** are not permitted to carry our range of Really Useful Storage Boxes from one room to another, these may only be carried by employees, students and volunteers.
- **Look after your back:** Good back care is not only about preventing back pain, but also about keeping your back fit and healthy so that you recover quickly should a back injury occur. Have a look at advice from Backcare www.backcare.org.uk on preventing back pain.

If you decide to proceed with the lifting activity the correct way to lift is as follows:

- Keep the back straight;
- Place the feet slightly apart;
- Bend the knees;

- Grip firmly (with palms not fingertips), then lift slowly holding the object as close to your body as possible;
- Do not twist the body during the lifting procedure.

Water and Electricity Points

Grafton Childcare's Electricity Meter and Fuse Board is located in the cupboard on the right hand of the front porch. The key to the cupboard is kept at all times on the hook to the left of the front door. The cupboard should be kept at all times unless access is required to read the Electricity Meter or view the Fuse Board.

Grafton Childcare's Water Stopcock is situated inside the bottom shed located at the rear of the property outside the kitchen. Another stopcock is under the road at the rear of Northernhay Road along with Grafton Childcare's water meter.

Reviewing The Policy

The Policy will be reviewed every two years unless a change in legislation necessitates a shorter review period or there are changes in the activities or personnel of Grafton Childcare that require changes to be made.

Grafton Childcare's Use of Ladders Protocol

Whilst using our ladder to access storage boxes and whilst affixing and removing display materials. All employees are expected to follow this protocol at all times, failure to do so could result in disciplinary action and or injury to yourselves, other staff members as well as children attending this setting.

The ladder must be used at all times to access storage boxes stored above shoulder height in both the Playroom and the Conservatory and whilst Affixing and Removing Display Materials throughout the setting.

This protocol is for employees, students and volunteers who may occasionally need to use access equipment to reach high levels. It gives advice on minimising the need to work at height and how to use access equipment safely.

Many major injuries in education are caused by 'low' falls (below two metres). Most involve stairs, but other activities are also involved, such as falls from desks, chairs or stepladders. Even a low fall can cause a serious injury.

Can you avoid working at height?

The best way to reduce the risk of a fall from height is to avoid the need to access high levels:

- Try to avoid the need to store equipment at height;
- If you do need to store items at height, only store lightweight, infrequently used items on the higher shelves and make sure you stack them securely;
- Keep clear access to windows if you need to open them,
- If you need to access high level, use steps tools or stepladders.
- Never use chairs, desks or other furniture; unless they have been designed to be stood upon e.g. our community playthings range of chairs and tables have been designed to be stood upon.
- If you don't have suitable access equipment or are worried about its condition, speak to a member of the Senior Management Team.

If You Use Stepladders

- Do not position it in an area where it could get knocked over.
- Check it for obvious signs of damage before use. If it is damaged - do not use it and immediately report it.
- Make sure there is nothing on the floor, or steps (or feet) of the stepladder which could cause you to slip, such as water, oil or grease.
- Make sure the stepladder rests firmly on the floor without wobbling or slipping.
- Do not twist your body to one side or stretch away from the ladder.
- Do not over-reach. Make sure your waist and hips stay within the vertical uprights and keep both feet on the steps.
- Face forwards, with the ladder between you and the area you want to access. Move the ladder if necessary.

- Always maintain at least 3 points of contact with the ladder (2 feet and a hand or 2 feet and your body). Do not stand on the top 2 steps unless there is a safe handhold on the steps.
- Do not use a stepladder if you suffer from a medical condition or are taking any medication which may affect your balance on the stepladder. Ask someone else to use the stepladder for you or inform your Manager.
- Two members of staff must carry out this operation at all times, one to make certain that all children are free from the foot of the ladder so that they cannot climb up it, or pull it down upon themselves
- Or to prevent items being lifted up or down from falling onto themselves and any children below

Is It safe?

Carry out these simple checks before you use the stepladder, starting from the bottom up:

- Feet - make sure the rubber feet are in place, clean and undamaged;
- Uprights - check the uprights are in good condition, no dents or damage;
- Rungs (steps) - look to make sure that any runner covering is securely stuck down, in good condition and free from dirt, grease or oil contamination;
- Step lock - must lock securely into position;
- Hinge - all bolts and screws must be secure and tight;
- Is it suitable for the job, high enough, sturdy enough?

Using a Stepstool

A stepstool does not have stability issues like a stepladder and is designed not to move when you apply weight to it. You should carry out pre-use checks to ensure the steps tool is in good order before use.

You should wear shoes that will not slip on the stool's surfaces and avoid clothes that you could catch when mounting or dismounting the stepstool.

Be prepared to move the stool into a new position rather than risk overreaching for access to an item, and subsequently losing your balance. Avoid carrying items in both hands when standing on the stepstool.

Nappy Changing Procedures

To minimise contamination outside of the nappy changing table, prepare for each nappy change **BEFORE** bringing the baby/child to the changing table. Never leave a baby/child on the nappy changing table if you require more supplies, always call another staff member to assist you. E.g. Ensure that the following is ready:-

1. Ensure that the nappy changing table is clean and dry
2. Ensure you have enough wet flannels for the nappy change, including wiping the bottom and hands of the baby/child after taking the soiled nappy away from the baby/child's skin.
3. A clean washable nappy, wrap and liner or baby's/child's own disposable or washable nappy if about to go home, plastic bag for soiled clothes and clean clothes if soiled clothing is anticipated.
4. Disposable gloves and any nappy rash creams which parents have been supplied and stipulated they wish to be used.
5. All creams and wet flannels should be placed on the shelf or at the end of the changing table, the clean nappy, wrap & liner should be placed ready to slide under the baby/child at the right hand end of the table.
6. If the baby or child is able encourage them to walk up the steps to the changing table and get them to lay down immediately ensuring that they do not catch their fingers in the step mechanism whilst it is being unfolded or refolded. Do not under any circumstances allow the baby/child to stand on the changing table whilst being dressed or undressed.
7. Remove the wet washable nappy placing it into the nappy hamper underneath the changing table whilst holding the baby/child securely with one hand, if soiled fold the nappy over and place on the clear plastic shelf or out of the baby's/child's reach.
8. Use enough wet flannels to wipe and clean the baby's/child's bottom from front to back, use another clean flannel to wipe the baby's/child's hands. Throw all soiled flannels into the nappy hamper underneath the changing table.
9. Apply any nappy rash creams which parents have supplied and stipulated they wish to be used. Put on the clean washable nappy and redress the baby/child.
10. Lift the baby/child off the nappy changing table and return them to be supervised by another staff member whilst you sanitise the area.
11. Sanitise the nappy changing table with the sanitiser stored on top of the clear plastic shelf on the left hand side of the changing table and wipe dry with a dry flannel. Place flannel in the nappy hamper and return sanitiser.
12. Carry the soiled nappy to the larger toilet (**not the smaller saniflo toilet**) lift out the disposable nappy liner and hold it firmly down the toilet whilst flushing away any solids. Place the disposable nappy liner into the clinical waste bin on the windowsill and place the washable nappy into the washable nappy hamper under the changing table.
13. Remove glove(s) and place in the **Clinical Waste Bin** on the windowsill in the larger toilet **Note:** Only Gloves, Disposable Nappies and Nappy liners may be put into this bin.
14. Wash your hands in the staff sink using the hand-cleaner, nail-brush and towel provided. If the towel is overly wet, replace with a fresh one from the cupboard underneath the sink, placing the wet towel into the washing machine.
15. Once the nappy hamper is full, carry the cloth bag and it's contents to the washing machine and empty into the machine. Set the machine to a 70 or 90 degree cotton load, with an extra rinse cycle, using one flat scoop of laundry powder from the storage tin stored above the washing machine.
16. Place a fresh cloth bag into the nappy hamper, ready for use and wash your hands as per step 14 and hand washing instructions posted beside the sinks.

Display Screen Equipment

Visual Display Units have been blamed - often wrongly - for a wide range of health problems. In fact, only a small proportion of VDU users actually suffer ill health as a result of their work. Where problems do occur, they are generally caused by the way in which VDUs are being used, rather than the VDUs themselves. These problems can be avoided by good workplace and job design, and by the way you use your VDU and workstation.

The Health and Safety (Display Screen Equipment) Regulations 1992 require employers to minimise the risks in VDU work by ensuring that workplaces and jobs are well designed.

Who is affected?

The Regulations apply where employees habitually use VDUs as a significant part of their normal work. Other employees, who use VDUs occasionally, are not covered by the requirements in the Regulations. However the employer still has a duty to protect them under other health and safety at work legislation. The Regulations also apply if you are an employee working at home, and habitually using a VDU for a significant part of your normal work.

Grafton Childcare therefore needs to look at:

- The whole workstations including equipment, furniture, and the work environment
- The job being done
- Any special needs of individual employees

Good features of workstations:

- Adjustable chairs
- Suitable lighting

Good features of the job being done:

- Regular frequent breaks
- Discretion for the employee as to when to take breaks

Good features of the special needs of individual employees:

- On request eye tests
- Adjustable screen distance to optimum distance for the individual's sight range

Accident/Incident Reporting

Grafton Childcare have a duty to report some accidents and incidents at work under RIDDOR '95.

Accidents and Incidents that must be reported under RIDDOR '95 are:

Deaths

Major injuries

Over-3-day injuries - where an employee is unable to perform their normal work duties for more than 3 consecutive days

Injuries to members of the public or people not at work, where they are taken from the scene of an accident to hospital

Some work-related diseases

Some dangerous occurrences - a near miss, where something happens that does not result in an injury, but could have done

Employees have a duty to advise their Line Manager of all accidents and incidents that occur whilst at work. See **Appendix 5** for the Grafton Childcare Accident Investigation report form.

Grafton Childcare must notify deaths, major injuries and dangerous occurrences without delay. Over-3-day injuries must be reported within ten days.

Grafton Childcare report to:

Incident Contact Centre

Caerphilly Business Park

Caerphilly

CF83 3GG

Tel: 0845 300 9923

Loading Cars

Sometimes you might be using your car for work so you are advised to ensure you are insured for business use.

When travelling on Grafton Childcare business it might be necessary at times to transport resources; these maybe play equipment and resources, toys and car seats and pushchairs or stationery etc.

When loading your cars with items remember:

Heavy objects need to be where they would cause the least damage to yourself and other occupants in an accident, in foot wells or in the boot.

Items should not obscure your all round vision.

Items should not exceed the level of the seats / headrests.

Lighter items should be on top.

Be aware of items that could become projectiles.

Items should not be stored on the parcel shelf.

You must not overload your car, making it unsafe to drive.

Safeguarding & Child Protection Policy and Procedures

Purpose and Aims

The purpose of Grafton Childcare's Safeguarding and Child Protection Policy and Procedures (SCPPP) are designed to provide a secure framework for the workforce in safeguarding and promoting the welfare of those children who attend our setting. The policy aims to ensure that:

- all our children are safe and protected from harm
- other procedures and policies are in place to enable children to feel safe and adopt safe practices
- Staff, children, the proprietor, visitors, volunteers and parents are aware of the expected behaviours and the setting's legal responsibilities in relation to promoting the safeguarding and welfare of our children.

Ethos

'Every child deserves the best possible start in life and the support that enable them to fulfil their potential. A secure, safe and happy childhood is important in its own right.' Statutory Framework for the Early Years Foundation Stage (EYFS).

Safeguarding and Child Protection at **Grafton Childcare** is considered everyone's responsibility and as such our setting aims to create the safest environment within which every child has the opportunity to achieve their full potential. **Grafton Childcare** recognises the contribution it can make to ensure that all children who use our setting feel that they will be listened to and appropriate action taken. We will do this by working in partnership with other agencies in accordance with '**Working Together to Safeguard Children - March 2013**' and seeking to establish effective working relationships with parents, carers and colleagues to develop and provide activities and opportunities that will help to equip our children with the skills they need. This will include resources and learning experiences that will encourage our children to develop essential life skills and protective behaviours.

Responsibilities and Expectations

Grafton Childcare has a **proprietor** whose legal responsibility it is to make sure that the setting has an effective safeguarding and child protection policy and procedures in place and monitors that the setting complies with them. The **proprietor** should also ensure that the policy is made available to parents and carers if requested. It is the responsibility of the **proprietor** to ensure that all staff and volunteers are properly checked to make sure they are safe to work with the children who attend our setting, that the setting has procedures for handling allegations of abuse made against members of staff, including the Manager or volunteers and ensure the safe and appropriate use of cameras, mobile phones, technology and on line equipment within the setting. **The proprietor** has appointed a Safeguarding Designated Officer (SDO) who has lead responsibility for dealing with all safeguarding issues in our setting.

The **Safeguarding & Child Protection Designated Officer (SCPDO)** is the **Manager & Proprietor, Denise Tupman**. If she is not available then contact the **Deputy Safeguarding**

and Child Protection Designated Officer (DSCPDO), Senior Nursery Nurse Lara Rowe. These persons can also be contacted with any safeguarding and child protection concerns.

It is the responsibility of the SCPDO to ensure that all safeguarding and child protection issues raised in the setting are effectively responded to, recorded and referred to the appropriate agency. They are also responsible for arranging the whole settings safeguarding and child training for all staff and volunteers who work with children and young people in our setting. The SCPDO must ensure that all staff receive annual safeguarding updates. This might include, for example:-

- Checking online for updated safeguarding information from the NSPCC, the Local Authority or the Local Safeguarding Board, which they can deliver within setting the provided they are linked in to the support and quality assurance process offered by the Local Safeguarding Board.
- Ensuring an updated copy of 'Working Together to Safeguard Children' is in the settings Safeguarding and Child Protection files.
- Providing and recording the provision of in-house training and staff supervision.
- Making use of suitable online courses to 'top up' SCPDO, DSCPDO and all other staffs skills and knowledge. Provided by the Local Authority and membership and profession organisations to which Grafton Childcare subscribes.
- Reading and reflecting on new documentation such as the new 'Keeping Children Safe in Education' guidance (Sept 2016).

The SCPDO is required to attend or ensure that a senior member of staff who has the relevant training and access to appropriate supervision, attends where appropriate, all child protection case conferences, reviews, core groups or meetings where it concerns a child at our setting and to contribute to multi-agency discussions to safeguard and promote the child's welfare.

The SCPDO is responsible for ensuring the acceptable, safe use and storage of all camera technology, images, and mobile phones through the implementation, monitoring and reviewing of the appropriate policies and procedures. This includes the Communications Policy which includes Camera & Image Policy, Mobile Phone Policy, and Acceptable Use Policy.

All Child Protection concerns need to be acted on **immediately**. If you are concerned that a child may be at risk or is actually suffering abuse, you must tell the SCPDO.

All Adults, including the SCPDO, have a duty to refer all known or suspected cases of abuse to the relevant agency including MASH (Multi Agency Safeguarding Hub), Children and Young Peoples Service (CYPS) – Social Care, or the Police. Where a disclosure is made to a visiting staff member from a different agency, e.g. Early Years Consultants, Health Visitors, it is the responsibility of that agency staff to formally report the referral to the Setting's Designated Person in the first instance. Any records made should be kept securely in the Child's Protection file.

Recognising Concerns, Signs and Indicators of Abuse

Safeguarding and Child Protection is not just about protecting children from deliberate harm. For our setting it includes such things as child safety, bullying, racist abuse and harassment,

visits, intimate care and internet safety etc. However it must be acknowledged that technology itself will not present the greatest risk, but the behaviours of individuals using such equipment will. The witnessing of abuse can have a damaging affect on those who are party to it, as well as the child subjected to the actual abuse, and in itself will have a significant impact on the health and emotional well-being of the child. Abuse can take place in any family, institution or community setting, by telephone or on the internet. Abuse can often be difficult to recognise as children may behave differently or seem unhappy for many reasons, as they move through the stages of childhood or their family circumstances change. However, it is important to know the indicators of abuse and to be alert to the **need to consult further.**

Physical Abuse

This can involve hitting, shaking, throwing, poisoning, punching, kicking, scalding, burning, drowning and suffocating. It can also result when a parent or carer deliberately causes the ill health of a child in order to seek attention through fabricated or induced illness. This was previously known as Munchausen's Syndrome by Proxy.

Emotional Abuse

Emotional Abuse is where a child's need for love, security, recognition and praise is not met. It may involve seeing or hearing the ill-treatment of someone else such as in Domestic Violence or Domestic Abuse. A parent, carer or authority figure is considered emotionally abusive when they are consistently hostile, rejecting, threatening or undermining toward a child or other family member. It can also occur when children are prevented from having social contact with others or if inappropriate expectations are placed upon them. Symptoms that indicate emotional abuse include:

- Excessively clingy or attention seeking.
- Very low self-esteem or excessive self-criticism.
- Withdrawn behaviour or fearfulness.
- Lack of appropriate boundaries with strangers; too eager to please.
- Eating disorders or self-harm

Sexual Abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of what is happening. This may include physical contact both penetrative and non-penetrative, or viewing pornographic material including through the use of the internet. Indicators of sexual abuse include: allegations or disclosures, genital soreness, injuries or disclosure, sexually transmitted diseases, inappropriate sexualised behaviour including words, play or drawing.

Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs which can significantly harm their health and development. Neglect can include inadequate supervision (being left alone for long periods of time), lack of stimulation, social contact or

education, lack of appropriate food, shelter, appropriate clothing for conditions and medical attention and treatment when necessary.

Current Safeguarding Issues

Some members of our communities hold beliefs that may be common within particular cultures but which are against the law of England. Grafton Childcare does not condone practices that are illegal and which are harmful to children. Examples of particular practices are:

Child Exploitation and E-Safety - Keeping Children Safe Online

Children and young people can be exploited and suffer bullying through their use of modern technology such as the internet, mobile phones and social networking sites. In order to minimise the risks to our children and young people Grafton Childcare will ensure that we have in place appropriate measures such as security filtering, and an acceptable use policy linked to our Communications policy. We will ensure that staff are aware of how not to compromise their position of trust in or outside of the setting and are aware of the dangers associated with social networking sites.

Our Communications policy will clearly state that mobile phone, camera or electronic communications with a child at our setting is not acceptable other than for approved setting business. Where it is suspected that a child is at risk from internet abuse or cyber bullying we will report our concerns to the appropriate agency.

Here at Grafton Childcare we are aware of the requirement to **keep children safe online** and here at Grafton Childcare this means, for example:-

- Using a child-safe internet search engine such as Kiddle from Google should we be using the settings iPads and Mac Books during any online activities with the children. www.kiddle.co
- Stopping children from accessing unsuitable sites, parents might wish to think about installing free software such as K9 Web Protection that can be installed for this purpose - www1.k9webprotection.com
- Talking to our pre-school children about staying safe online. There is age appropriate advice here for parents to share with their children <https://www.internetmatters.org/advice/0-5/>
- Monitoring the children's online use the NSPCC provide information about online safety which is also very useful for both staff and parents to view. www.nspcc.org/preventing-abuse/keeping-children-safe and then search online safety.

Forced Marriage

Grafton Childcare does not support the idea of forcing someone to marry without their consent.

Under-age Marriage

In England, a young person cannot legally marry until they are 16 years old (without the consent of their parents or carers) nor have sexual relationships

Genital Mutilation/Female Circumcision

This is against the law, yet for some communities it is considered a religious act and cultural requirement. It is illegal for someone to arrange for a child to go abroad with the intention of having her circumcised. If any of the above areas of concern is brought to the attention of **Grafton Childcare** we will report those concerns to the appropriate agency in order to prevent this form of abuse taking place as part of our mandatory duty to do so.

Ritualistic Abuse

Some faiths believe that spirits and demons can possess people (including children). What should never be considered is the use of any physical or psychological violence to get rid of the possessing spirit. This is abusive and will result in the criminal conviction of those using this form of abuse even if the intention is to help the child.

Sexually Active Under Eighteen Years Old

It is acknowledged by those working with young people that most young people under the age of 18 will have an interest in sex and sexual relationships. The Protocol for Sexually Active Young People under 18 years old has been designed to assist those working with children and young people to identify where these relationships may be abusive, and the children and young people may need the provision of protection or additional services.

Safeguarding Disabled Children

Disabled children have exactly the same human rights to be safe from abuse and neglect, to be protected from harm and achieve the Every Child Matters outcomes as non-disabled children.

Disabled children do however require additional action. This is because they experience greater risks and 'created vulnerability' as a result of negative attitudes about disabled children and unequal access to services and resources, and because they may have additional needs relating to physical, sensory, cognitive and/ or communication impairment (Safeguarding Children, DCSF, July 2009) **Grafton Childcare** will ensure that our disabled children are listened to and responded to appropriately where they have concerns regarding abuse. In order to do this we will ensure that our staff and volunteers receive the relevant training to raise awareness and have access to specialist staff in the event they have concerns regarding abuse of a child.

Honour Based Violence

Honour based violence' is a crime or incident, which has or may have been committed to protect or defend the honour of the family and/or community'. It is important to be alert to signs of distress and indications such as self-harm, absence from setting, infections resulting from female genital mutilation, isolation from peers, being monitored by family, not participating in setting activities, unreasonable restrictions at home. Where it is suspected that a child/young person is at risk from Honour based violence Grafton Childcare will report those concerns to the appropriate agency in order to prevent this form of abuse taking place.

Trafficked Children

Child trafficking involves moving children across or within national or international borders for the purposes of exploitation. Exploitation includes children being used for sex work, domestic work, restaurant/ sweatshop, drug dealing, shoplifting and benefit fraud. Where Grafton Childcare is made aware of a child is suspected of or actually being trafficked/ exploited we will report our concerns to the appropriate agency.

Domestic Abuse

The Government defines domestic abuse as **"Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners or family members regardless of gender or sexuality"**.

Staff need to understand what is required of them if children are members of the household where domestic abuse is known or suspected to be taking place. Our policy includes action to be taken regarding referrals to the Police and Children and Young People's Services and any action to be taken where a member of staff is the alleged perpetrator or victim of domestic abuse. At Grafton Childcare we will follow our safeguarding policy and report any suspected concerns regarding Domestic Abuse to the relevant agency.

Peer on Peer Abuse

We recognise that children and young people are capable of abusing their peers. Peer on peer abuse relates to situations such as sexual exploitation, gang violence, financial abuse, coercive control and exploitative relationships. We want all children to feel safe here and, as part of our commitment to keep them safe, we regularly observe children's interactions and aim to be approachable so they will speak to us if they are concerned about any aspects of their relationships with others. Parents know they can contact us at any mutually convenient time to discuss concerns children might raise at home.

Private Fostering

Private fostering is an arrangement made between the parent and the private foster carer, who then becomes responsible for caring for the child in such a way as to safeguard and promote his/her welfare.

A privately fostered child means a child under the age of 16 (18 if a disabled child) who is cared for and provided with accommodation by someone other than:

- A parent.
- A person who is not a parent but has parental responsibility.
- A close relative.
- A Local Authority.

for more than 28 days and where the care is intended to continue. It is a statutory duty for us at **Grafton Childcare** to inform the Local Authority via MASH where we are made aware of a child or young person who may be subject to private fostering arrangement.

Safer Recruitment and Selection

It is a requirement for all agencies to ensure that all staff recruited to work with children and young people are properly selected and checked. At Grafton Childcare we will ensure that we have a member on every recruitment panel who has received the appropriate recruitment and selection training. That all of our staff are appropriately qualified and have the relevant employment history and checks to ensure they are safe to work with children in compliance with the Key Safeguarding Employment Standards.

What to Do if You are Concerned

If a child makes a disclosure or allegation of abuse against an adult or other child or young person, it is important that you:

- Stay calm and listen carefully.
- Reassure them that they have done the right thing in telling you.
- Do not investigate or ask leading questions.
- Let them know that you will need to tell someone else.
- Do not promise to keep what they have told you a secret.
- Inform your Safeguarding & Child Protection Designated Officer as soon as possible.
- Make a written record of the allegation, disclosure or incident which you must sign, date and record your position using the setting safeguarding and child protection record log forms.

If you are concerned that a member of staff or adult in a position of trust poses a danger to a child or young person or that they might be abusing a child or young person you should report your concerns to the Safeguarding and Child Protection Designated Officer (SCPDO). Where those concerns relate to the (SCPDO) however, this should be reported to the **Local Authority Designated Officer (LADO)** using the settings **Whistle Blowing Policy**.

Managing Allegations

We are aware of the possibility of allegations being made against members of staff or volunteers that are working or may come into contact with children and young people whilst in our setting. Allegations will usually be that some kind of abuse has taken place. This could include inappropriate behaviour displayed by members of staff or other persons working with the children such as inappropriate sexual comments, excessive one to one attention beyond

the requirements their role and responsibilities, inappropriate sharing or images. They can be made by children and young people or other concerned adults. Allegations are made for a variety of reasons:

- Abuse has actually taken place.
- Something has happened to the child that reminds them of a past event - the child is unable to recognise that the situation and people are different; Children can misinterpret your language or your actions.
- Some children recognise that allegations can be powerful and if they are angry with you about something they can make an allegation as a way of hitting out.
- An allegation can be a way of seeking attention.

If an allegation is made against an adult in a position of trust whether they be members of staff or volunteers this should be brought to the immediate attention of the SCPDO. In the case of the allegation being made against the SCPDO this will be brought to the immediate attention of the Local Authority Designated Officer (LADO) the nature of the allegations made against the adult, in order for the appropriate action to be taken. This may constitute an initial evaluation meeting or strategy discussion depending on the allegation being made.

The Proprietor will need to:

- Refer to the Local Authority Designated Officer (LADO) immediately and follow up in writing within 48 hours. Consider safeguarding arrangements of the child or young person to ensure they are away from the alleged abuser.
- Contact the parents or carers of the child/young person if advised to do so by the LADO.
- Consider the rights of the staff member for a fair and equal process of investigation.
- Advise Ofsted of allegation within 14 days of the allegation
- Ensure that the appropriate disciplinary procedures are followed including whether suspending a member of staff from work until the outcome of any investigation if this is deemed necessary.
- Act on any decision made in any strategy meeting.
- Advise the Independent Safeguarding Authority where a member of staff has been disciplined or dismissed as a result of the allegations being founded.

A copy of "What to do if you're worried a child is being abused" booklet is kept with this policy. This sets out the guidelines on dealing with incidents, disclosures and the procedures that must be followed.

Whistle Blowing

The statutory guidance 'Working together to safeguard children', updated in 2010, makes clear that all organisations that provide services for, or work with, children, must have appropriate whistle-blowing procedures, and a culture that enables issues about safeguarding and promoting the welfare of children to be addressed by the organisation.

What is whistle-blowing?

Whistle-blowing is the term used when someone who works with or for an organisation, wishes to raise concerns about malpractice in the organisation (for example, crimes, civil offences,

miscarriages of justice, dangers to health and safety or the environment), and the cover up of any of these.

Whistleblowing is very different from a complaint or a grievance. It only applies when you have no vested interest and are acting as a witness to misconduct or malpractice that you have observed.

What Does the Law Say?

The Public Interest Disclosure Act (PIDA) 1998, known as the Whistleblowing Act, is intended to promote internal and regulatory disclosures and encourage workplace accountability and self-regulation. The Act protects the public interest by providing a remedy for individuals who suffer workplace reprisal for raising a genuine concern, whether it is a concern about child **safeguarding** and welfare systems, financial malpractice, danger, illegality, or other wrongdoing.

The concern may relate to something that is happening or has happened in the past. Under the Public Interest Disclosure Act, individuals are protected from reprisals for reasonably raising an honest and genuine concern internally, but you must be acting in the public interest and not for personal gain to be given this protection.

The Public Interest Disclosure Act covers all workers, including temporary agency staff. It does not cover the self-employed or volunteers. The Act also provides protection should individuals have difficulty gaining a reference from an employer because they have raised a concern. It makes it clear that any clause in a contract that purports to gag an individual from raising a concern that would be protected under the Act is void.

For more information on the law visit: www.pcaw.co.uk/law/uklegislation.htm

Responsibilities and Expectations

All Grafton Childcare staff should adhere to the settings Whistle-blowing Policy and protocol set out as required. Normally, they should first raise their concern internally, for example with the setting proprietor.

If they feel unable to do this (perhaps because their concern relates to them), they should raise their concern with one of the Senior Nursery Nurses.

If a member of Grafton Childcare staff or visiting practitioner is worried at any stage about how to raise their concern, they should always seek independent advice at the earliest opportunity. This may be to check who may be best placed to deal with their concern or simply to talk the matter through in confidence first and discuss how to raise their concern. If your concern is about an immediate or current risk to an individual child or children, it is important that you follow Devon Safeguarding Boards (DSCB) Child protection procedures which are clearly set out in **Grafton Childcare's full Safeguarding Policy**.

Who to Contact

To raise concerns about failures in practices and procedures for the safeguarding and child protection of children in early years settings in Devon, the member of staff, volunteer or

student should contact: Multi Agency Safeguarding Hub (MASH) on 0345 155 1071 or email: mashsecure@devon.gcsx.gov.uk Ofsted - contact can be made as follows:

- A dedicated whistleblowing hotline - 0300 123 3155 (Monday to Friday from 8am to 6pm).
- By email to the whistleblowing team - whistleblowing@ofsted.gov.uk.
- By post: WBHL, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD
- The hotline can be used by anybody who has a whistleblowing concern about services or practice in any local authority, or in a care or educational setting regulated and inspected by Ofsted, including:
 - employees and former employees
 - agency staff currently and formerly working within care or educational settings
 - voluntary workers in care or educational settings

Confidentiality

Ofsted encourage either open or confidential whistleblowing as the best means for protecting Staff, volunteers and students and for the concern to be addressed. Ofsted will ensure that their work in the handling of all concerns, complaints and safeguarding issues complies with the requirements of the Data Protection Act 1998 and the Freedom of Information Act 2000. Under the Freedom of Information Act, Ofsted has the legal obligation to provide information in response to a request unless the information is available by other means; it would not be reasonably practicable to supply it; or the information falls within the exemptions of the Act. If we receive requests for disclosure of information obtained under the whistleblowing procedure, we will always seek to maintain confidentiality where this has been requested. However, Ofsted cannot guarantee confidentiality in every case.

Safeguarding and Child Protection Training

All members of staff and volunteers will have access to whole setting safeguarding and child protection training and updates annually as part of our usual half-termly full staff meetings in line with Devon Safeguarding Children's Board (DSCB). We will also, as part of our induction, issue information in relation to our Safeguarding and Child Protection Policy and Procedures and any policy related to safeguarding and child protection and promoting our children/young people's welfare to all newly appointed staff and volunteers.

Our Safeguarding and Child Protection Designated Officer (SCPDO) will undertake further safeguarding training, Group 3 DSCB Multi-agency Safeguarding course or Group 3 Refresher Courses, in addition to the whole setting training. This will be undertaken at least every three years which updates their awareness and understanding of the impact of the wide agenda of safeguarding and child protection issues. This will support both the SCPDO to be able to better undertake their role and support the setting in ensuring our safeguarding and child protection arrangements are robust and achieving better outcomes for the children in our setting. This includes taking part in multi-agency training in addition to safeguarding and child protection training.

Our **Proprietor** will have access to safeguarding and child protection training and our SCPDO & DSCPDO for Safeguarding and Child Protection will also undertake additional awareness

training at least every three years. They will also be advised to undertake additional training to support their employers' role in Handling Allegations against adults who work with children and young people, including our staff and volunteers.

Our safeguarding and child protection arrangements are reported on a annual basis at a full staff meeting and our Safeguarding and Child Protection policy and procedures are reviewed annually, in order to keep them updated in line with local and national guidance/legislation. This is normally timetabled around the time of our Devon County Council Safeguarding Audit.

We will include our Safeguarding and Child Protection Policy and Procedures on our settings website and blog and will make available printed copies upon request. We are also able to arrange for our policy to be made available to parents whose first language is not English, on request.

Mobile Phones and Cameras taken from our full Communications Policy

Grafton Childcare has policies and procedures in place with regard to the use of mobile phones and cameras in the setting and on visits etc. Here at Grafton Childcare the making and receiving of private calls or texting on mobile telephones or using users' telephones or cameras to take photographs of any child at Grafton Childcare may not be undertaken whilst working. Users' may use their mobile telephones during designated breaks away from any child for essential personal telephone calls regarding users' domestic arrangements.

At all other times all employees', students, volunteers and visitors mobile telephones and cameras must be kept in staff bags in the designated cloakroom areas and may not be checked for messages or texts without prior consent of the Proprietor. In order to avoid disruption to others, mobile phones should be set to silent during normal working hours.

Disciplinary action will be taken against anyone disregarding these rules. Where necessary, emergency calls may be received via Grafton Childcare's landline.

Related Setting Policies

Safeguarding covers more than the contribution made to child protection in relation to individual children. It also encompasses issues such as child health and safety, bullying and a range of other issues, for example, arrangements for meeting the medical needs of children, providing first aid, setting security, drugs and substance misuse, etc.

This policy will cross reference to related setting policies and other protocol:

Behaviour	Adopted January 2014
Manual Handling	Adopted March 2012
Anti-bullying Confidentiality	Adopted September 2008
Drugs and substances	Adopted August 2011
Attendance	Adopted October 2008
Communications Policy	Adopted March 2012
• Camera & Image Policy	Adopted March 2012
• Mobile Phone Policy	Adopted March 2012
• Acceptable Use Policy	Adopted March 2012

Health and Safety	Adopted: September 2008
Racial Discrimination	Adopted: April 2014
Equality and Diversity	Adopted: April 2014
Educational Visits	Adopted: September 2011
Code of Conduct	Adopted: September 2008
Whistle Blowing	Adopted: August 2014
Managing Allegations	Adopted: August 2014
Physical Restraint	Adopted: January 2014
Safe Recruitment	Adopted: April 2014
Information Sharing	Adopted: August 2011
Staff Behaviour Policy	Adopted: October 2016

Legislation Relating to this Policy

Children Act 1989, 2004
 Education Act 1996, 2002 (Section 175)
 School Standards and Framework act 1998
 Safeguarding Children and Safer Recruitment in Education Guidance DfES 2007
 Every Child Matters
 Statutory Framework for the Early Years Foundation Stage 2014
 Working Together to Safeguard Children 2013

Manuals Kept in Setting

What to do if you're worried a child is being abused 2006
 Working Together to Safeguard Children 2013
 Staffing Matters a guide to recruitment and retention 2013
 Ofsted Disclosure & Barring Service checks for those providers who register with Ofsted 2013
 Using existing Criminal Records Bureau checks and whether to employ a person before a check 2010
 The Children Act 1989 Guidance and Regulations
 Safeguarding Children and Safer Recruitment in Education 2007
 Devon Multi-Agency Safeguarding Hub Information Leaflet for Parents and Carers 2014
 Devon Multi-Agency Safeguarding Hub Information Leaflet

Useful Contacts

Devon Safeguarding Children Board www.devonsafeguarding.org
 South West Child Protection Procedures www.swcpp.org.uk
 Devon Early Years and Childcare Service www.devon.gov.uk/eycs
 Child Exploitation and Online Protection Agency www.ceop.org.uk
 NSPCC Safe (Safe Activities for Everyone) Network www.safenetwork.org.uk
 To access free Female Genital Mutilation training go to www.fgmelearning.co.uk

You can find the child-safe internet search engine Kiddle here www.kiddle.co

To access free online training on our Prevent Duty and how to protect children from radicalisation and extremism follow this link -
http://course.ncalt.com/Channel_General_Awareness/01/index.html

For further information regarding any child protection procedure, please consult www.swcpp.org.uk

CYPS area contact numbers:

(9am - 5pm Monday to Thursday, 9am - 4pm Friday)

Multi-agency Safeguarding Hub (MASH) 0345 155 1071
email: mashsecure@devon.gcsx.gov.uk

MASH Consultation Line 01392 388361/2

North Devon CYPS 01271 388 660
Exeter and East CYPS 01392 384 444
Mid Devon CYPS 08448 805 838
Teignbridge, South & West Devon CYPS 01392 386 000

Out of hours for CYPS (Social Care):

5pm -9am and at weekends and public holidays, please contact
Emergency Duty Service (low-rate call) 0845 6000 388

Police Central Referral Unit 0845 605 116

EYCS Consultation Service:

If you have concerns about a child but are unsure whether to make a Social Care referral.
The numbers are:

Nikki Phillips - Locality Manager for Exeter, East and Mid Devon 01392 385394
Melissa Filby - Locality Manager for Northern Devon 01271 388901
Susan Bolt - Locality Manager for South West Devon 01626 324982

DSCB

Head of Safeguarding: 01392 386091
DSCB Office: Christina Ashforth 01392 386067

Child Protection Chairs and Local Authority Designated Officers for managing allegations against staff

Allegations against staff Referral Co-ordinator 01392 384964
Multi-Agency Safeguarding Hub - MASH

- Manages contacts and referrals received from any source (usually CYPS and Police 121A reports)

- Develops a document recording the concern information and all other available information in the Hubs within agreed timescales and an Early Years and Families manager makes an informed decision using all of the available information.
- Develops concern information into an Early Years and Families referral if services are required under section 17 or section 47 of The Children Act 1989
- Liaises with the Early Response Service for children and young people who need services but do not meet The Children Act 1989 threshold
- Provides consultation to agency referrers about thresholds, appropriate action to be undertaken and services.

The Hub contributes to improved outcomes for safeguarding children because it has the ability to swiftly collate and share information held by the various agencies and to provide a multi-agency risk assessment of each case for 'actual or likely harm'.

A copy of the MASH (Multi Agency Safeguarding Hub) Factsheet for Parents available for you to look at OR please go to <http://www.devon.gov.uk/mashparentsfactsheet.pdf> for a copy of the MASH Factsheet for Parents'

The above list is not exhaustive and as new policy guidance and legislation develops within the remit of Safeguarding and Child Protection we will review and update our policies and procedures as appropriate and in line with the Devon Safeguarding Children Board and Local Authority.

Equal Opportunities, Anti-discrimination, Inclusion, Special Educational Needs & Disability Policy

As an Ofsted Registered Setting we aim to provide a quality service for parents and their children. We will not discriminate against any potential staff member, student, volunteer, child, family or group in society on grounds of gender, racial origin, cultural and social background (including religion, language, class and family pattern), disability, health, marital status, age or sexuality. We will also endeavour to promote access for all children to the same range of services, facilities and resources. Britain today is a multicultural - multiracial society, the contribution made to this society by a variety of cultural groups will be viewed in a positive light and information about varying traditions, customs and festivals will be presented to the children as a source of pleasure and enjoyment. Children will be helped to develop a sense of identity within their racial, cultural and social groups, as well as having the opportunity to learn about cultural differences from their own. In accordance with the Equality Act 2010 we do not discriminate directly, indirectly, by association or by perception, against any of the nine 'protected characteristics' of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership or pregnancy and maternity, or for any other reason.

No culture will be represented as being superior from any other. If when commencing the childcare relationship with the child, or during the relationship, the parents notify us of specific special educational needs for their child we will involve the SENCO.

Special educational needs co-ordinator (SENCO)

We have an appointed two SENCO's Lara and Estelle, Estelle is currently on maternity leave. Lara will take the lead in ensuring inclusive practice is implemented and inclusive attitudes to all children, staff and parents prevail. They will be supporting and advising colleagues, liaising with parents, liaising with outside agencies and generally monitoring the day-to-day provision for children identified as not making adequate progress or other children with individual/ additional needs. We also have Denise who has had some SEN training and steps in to support the SENCO or attends meetings the SENCO cannot.

SENCOs will:

- Attend local authority training
- Attend SENCO network meetings held by local authorities
- Maintain children's records and an overview of all children with SEND
- Observe and assess children causing concern and draw up IEPs in consultation with parents, children and colleagues
- Ensure staff support children with EAL or children who are bilingual
- Monitor the learning journeys of children and be aware of their progress in the 7 areas of learning
- Contribute to progress checks and transition documents
- Maintain the Inclusion, Equality and Diversity files
- Organise review meetings with parents and other professionals.
- If we believe that a child already in our care has a specific problem we will note down our observations and the SENCO and Key worker will liaise with the parents on the subject.

Children who speak EAL or are bilingual, are not normally described as having SEN unless they are not making satisfactory progress towards the early learning goals. However,

SENCOs will also keep an overview of children from any minority groups. Our setting participates in the local schemes for providing 1-1 support for children with complex needs. Individual support is subject to an assessment by local agencies and a commitment to being financed by the local authority. In exceptional circumstance a parent may choose to finance individual support.

During our time caring for your child we will endeavour to:

- Include all children within the activities;€
- Support all children to continue to develop a positive self-image;
- Ensure other cared for children understand the special needs of the child and that they are supporting a positive environment for the child;

We aim to recognise that all children and young people have the right to express their needs and we will endeavour to meet these needs. We will aim too safeguard the welfare of every child and to create a friendly and caring setting to challenge unacceptable language, actions or beliefs which may be prejudicial or exclusive to others. We aim to recognise the importance and needs of parents and families in the life of every child, to treat each child as an individual; recognising, valuing and encouraging their individuality and their potential. We aim to treat inclusion as an individualised approach catering for needs that arise as and when possible, accounting for all children, parents, carers and staff needs.

We aim to respect differences; to help each child develop their self-respect and to respect others. We aim to avoid stereotyping; each child will be given opportunities to explore, understand and value differences and similarities. We aim to provide positive images; each child will be offered access to a range of resources that reflect a rich diversity of society. We also aim to work in partnership with parents and with all others involved in the child's upbringing. We also provide a range of stimulating, fun and creative activities which are both age and ability appropriate and where applicable, in line with the Early Years Foundation Stage.

Recruitment and Induction Policy

Introduction

Effective and consistent recruitment practices are essential to ensure that all applicants are treated fairly and with diversity and equality of opportunity and that costly recruitment mistakes are avoided. The recruitment process must result in the selection of the most suitable person for the job in respect of skills, experience and qualifications. This Policy defines the principles that the Grafton Childcare considers important in the recruitment process and aims to ensure that consistency and good practice is applied across the whole of Grafton Childcare.

Equal Opportunities/Equality and Diversity in Recruitment

It is against the Company's Equal Opportunities, Anti-discrimination, Inclusion and Special Educational Needs Policy and against the law in many cases to discriminate either directly or indirectly on the grounds of race, nationality, ethnic origin, gender, marital status, pregnancy, age, disability, sexual orientation, gender reassignment, ethnicity, cultural or religious beliefs. Reasonable adjustments to the recruitment process will be made to ensure that no applicant is disadvantaged because of his/her disability.

All employees are required to comply with the requirements of the Equal Opportunities, Anti-discrimination, Inclusion and Special Educational Needs Policy at every stage of the recruitment process including production of job descriptions, advertising material, instructions given to recruitment agencies, short listing of applications, interviewing, selection decisions and offers of employment.

All policies and procedures reflect our commitment to achieving and maintaining equal opportunities within the workplace. It is the responsibility of every employee to monitor continually and evaluate formal and informal practices and procedures to ensure that they do not directly or indirectly discriminate against any individual or group of society.

Any employee who is found to be discriminating in any way during the recruitment process will be subject to the disciplinary procedure and may be liable to dismissal.

Monitoring Equal Opportunities/Equality and Diversity in Recruitment

In order for us to monitor the effectiveness of the Recruitment and Equal Opportunities, Anti-discrimination, Inclusion and Special Educational Needs Policy it is necessary that all candidates complete the Equal Opportunities, Anti-discrimination, Inclusion and Special Educational Needs Monitoring Form. Any data which is collected regarding gender and ethnic origins will be collected solely for the purpose of monitoring equal opportunity and will be held confidentially by the Company and protected from misuse. This data should be recorded and maintained on the Equal Opportunities, Anti-discrimination, Inclusion and Special Educational Needs Recruitment Monitoring Control Sheet.

Recruitment Authorisation

Any vacancy must be authorised by the Manager before any attempt is made to fill the role. In making the request to the Manager consideration should be given to whether the role could be absorbed amongst the rest of the team or elsewhere in the Company.

Job Descriptions and Person Specifications

Once authorisation has been obtained, the person/manager recruiting must produce a job description for the vacancy which provides a fair and accurate representation of the role and follows the format which is laid out in the Job Description Form. The job description will include a clearly drafted person specification.

The job description will describe the duties, responsibilities and seniority of the post and the person specification will describe the qualifications, knowledge, experience, skills and competencies needed for the role to be carried out effectively.

The Job Description Form should be given to all candidates prior to interview to enable them to prepare adequately for the interview which will improve the success of the interviewing process.

Particular care must be taken when producing job descriptions to ensure that unreasonable requirements are not placed on the job holder which cannot be objectively justified and may unfairly disadvantage certain groups e.g. women, ethnic minorities, elderly or disabled persons.

Advertising of Vacancies

All vacancies must be advertised within Grafton Childcare to all members of staff prior to external methods of recruitment being used. Wherever possible internal candidates will be considered in preference to external candidates and reasonable training and coaching will be provided to enable employees to achieve career advancement. Where it has not been possible to recruit within the Company, then external methods of recruitment may be considered. These may include approaching approved employment agencies or advertising in suitable press.

Where the job is to be advertised, the proposed advertisement must be submitted to the Manager for approval. An advertisement must not show any intention to discriminate unlawfully and should follow the Equal Opportunities Commission recommended code.

Shortlisting

In order to shortlist candidates for interviews, Grafton Childcare will:

- Identify specific job-related criteria using the job description.
- Match these criteria with those detailed in the candidate's application form.
- Use this information to select which candidates will be invited for interview.
- Candidates who apply for positions with the Company, whether through a direct advertisement or a recruitment agency, will always be informed of the outcome of

their application as quickly as possible. Where candidates have applied to Grafton Childcare directly, they will be informed of the outcome in writing usually via email, unless the applicant has supplied a stamped addressed envelope.

Recruitment Interviews

The interview will focus on the needs of the job and skills needed to perform it effectively in accordance with the guidance and procedures set down in the Company's Interview Guidance Notes .

Managers and Supervisors conducting recruitment interviews will ensure that the questions that they ask job applicants are not in any way discriminatory or unnecessarily intrusive. A record of every recruitment interview will be made by the Manager to be retained for a suitable period of time.

Verbal Offer of Employment

Once the most appropriate candidate has been selected, this appointment needs to be approved by the Manager and the terms and condition of the offer of employment must be confirmed.

In setting a starting salary/hourly rates of pay, Grafton Childcare will need to bear in mind the salary/hourly rates of pay for existing employees in a similar role in order to ensure that inconsistencies are not created within Grafton Childcare which could be challenged under the Equality Act 2010.

An offer should be made verbally to the candidate a verbal offer can be retracted if further pre-employment checks raise issues which cause concern. See **Written Offer of Employment** for more details.

References

All employment offers are conditional upon receipt of two professional references which are satisfactory to Grafton Childcare. The referees must be the applicant's current and previous employers, although in the case of a college or school leaver the college tutors, teachers or individuals or organisations the applicant may have done voluntary work with or for will be acceptable.

Referees will usually be sought for an applicant once an offer of employment is made and referees will not be approached without the applicant's permission. References are always sought in writing and require that a standard reference form be completed although details may be checked or clarified by telephone where necessary.

If references which are satisfactory to Grafton Childcare are not received within a reasonable timescale then it may be necessary to withdraw the offer of employment.

Self-disclosure: The Rehabilitation of Offenders Act

A previous conviction does not necessarily exclude an applicant from being suitable to work with children. This post is exempt from the Rehabilitation of Offenders Act 1974, however amendments to the Exceptions Order 1975 (2013) provide that certain spent convictions are 'protected' and are not subject to disclosure to employers, and cannot be taken into account. Full guidance and criteria on the filtering of these cautions and convictions can be found on the Disclosure and Barring Service website.

For those 18 or over at the time of an offence: An adult conviction will be removed from DBS certificate if, 11 years have elapsed since the date of conviction; and it is the person's only offence, and it did not result in a custodial sentence. Even then, it will only be removed if it does not appear on the list of offences which will never be removed from a certificate.

If a person has more than one offence, then details of all their convictions will always be included.

An adult caution will be removed after 6 years have elapsed since the date of the caution - and if it does not appear on the list of offences relevant to safeguarding.

For those under 18 at the time of the offence: The same rules apply as for adult convictions, except that the elapsed time period of 5.5 years. The same rules apply.

Grafton Childcare has a section on our application form where applicants are able to self-disclose any unspent convictions, reprimands or warnings; this is so that we would be pre-informed about anything which will come up on an Enhanced DBS check, promoting the early opportunity for discussion about the nature and severity of the crime.

This approach helps to deter unsuitable people from applying, and encourages openness and honesty with the applicant from the outset.

Any information contained in the self-disclosure section of the application form will be discussed and considered in the strictest confidence. Only those on the selection panel or interview panel would be party to this information.

When Grafton Childcare considers information from a self disclosure or the Enhanced DBS Check the following factors will be carefully weighed up, to ensure that an applicant is not being unfairly treated or disadvantaged because they may have been convicted of an offence in the past.

- The nature and severity of the offence/s
- The date/s when it took place
- Whether it is relevant to the type of work which could be offered
- Whether the offence/s took place in the UK or overseas (if the latter, is it a criminal offence here?)
- Whether the offence has now been de-criminalised
- Whether there is a pattern of offending
- Whether there is any evidence of remorse or recognition of wrong-doing?

Disqualification by Association and the Disclosure and Barring Service

It is unlawful for Grafton Childcare to employ someone in a role working with children if the applicant or a **person living or working at the same address as the applicant** is barred from working with children. The connection between the applicant and the partner, spouse, family member, friend or worker greatly increases the chances that children may be placed at risk. Key relevant legislation includes:

- Childcare Act 2006 (sections 75,76)
- Safeguarding Vulnerable Groups Act 2006
- The Childcare (Disqualification) Regulations 2009
- Early Years Foundation Stage (Welfare Requirements) Regulations 2012
- Statutory Framework for the Early Years Foundation Stage 2013

It is an offence, under section 76, Childcare Act 2006, to provide early years provision if disqualified or be involved in the direct management of such provision if disqualified or to knowingly employ a disqualified person to work with children.

Under the Early Years Foundation Stage Grafton Childcare must:

- Ensure people looking after children are suitable to fulfil the requirements of their role (3.9 Safeguarding & Welfare Requirements)
- Have effective systems in place to ensure suitability of staff and any other person coming into regular contact with children including obtaining information about whether a person is disqualified (3.9)
- Ensure staff understand their responsibility for disclosing any convictions, cautions, court orders, reprimands or warnings that may affect their suitability to work with children (whether received before or during their employment at the setting) (3.11)
- Record information about staff qualifications, identity checks and vetting processes that have been completed (3.12)
- In the event of a disqualification of a member of staff Grafton Childcare must take appropriate action to ensure the safety of children. In the event of a disqualification providers must not continue to employ that person (3.14)
- Where relevant Grafton Childcare must supply Ofsted with the information listed in 3.15 of the EYFS Safeguarding Welfare Requirements 2012
- Report to Ofsted any changes to staff that may affect their suitability to work with children as soon as reasonably practicable but at the latest within 14 days. Failure to do so would be a breach of Early Years Foundation Stage (Safeguarding and Welfare Requirements) Regulations 2012 (see 3.16)
- Grafton Childcare must report any member of staff dismissed or who resigns before/ during disciplinary action for inappropriate behaviour/concerns to the Disclosure and Barring Service.

Statutory Framework for the Early Years Foundation Stage, 3.9 states:

Grafton Childcare must ensure that people looking after children are suitable to fulfil the requirements of their roles. Grafton Childcare must have effective systems in place to ensure that practitioners and any other person who is likely to have regular contact with children (including those living or working on the premises) are suitable.

Reasons for Disqualification

There are a number of reasons that a person may be disqualified from working with children, under the Childcare Act 2006. These may be grouped under the following general headings:

- Grounds relating to the care of children
- Offences against children
- Offences against adults
- Inclusion on the list held by the Disclosure and Barring Service
- Living on or working on premises where a disqualified person lives or where a disqualified person is employed. **This includes a provider or a nursery worker living in a household with a person that is disqualified**
- Having registration refused or cancelled (this does not apply to a person whose registration as a childminder or childcare provider is cancelled in England for non-payment of fee after 1 September 2008)
- Offences include those committed overseas that, had the offence been committed in the UK, would disqualify that person from registration, regardless of how the offence is described in the law of the other country.

A list of the offences and cautions for which a person may be disqualified can be found in Tables 4 & 5 in Ofsted's Compliance, investigation and enforcement hand-book: childminding and childcare - disqualification.

<http://www.ofsted.gov.uk/resources/compliance-investigation-and-enforcement-handbook-childminding-and-childcare>

The Childcare (Disqualification) Regulations 2009

<http://www.legislation.gov.uk/ukxi/2009/1547/body/made>

Checking Suitability

It is essential that Grafton Childcare has robust systems in place to check staff members' suitability to work with and to continue working with children. Checking staff suitability is not only to be done during the recruitment and selection process but is an ongoing process that is embedded into our regular practice. Grafton Childcare does this through a specific question during staff supervisions and appraisals or asking each member of staff if anything has changed in their personal circumstances that would affect their suitability to work with children. Grafton Childcare also has a 'suitability questionnaire' that all staff and volunteers complete at regular intervals **see Appendix 10**.

In the event of information that suggests a person is disqualified from working with children the Grafton Childcare must not allow that person to work with children and must dismiss them if disqualification is confirmed and not waived (see below on waiving disqualification).

Although there is no duty on Grafton Childcare to monitor the 'suitability' of persons **living or in staff** households, Grafton Childcare does need to check with our staff that they are not living with a person that is disqualified from working with children.

If a member of staff is living in a household with someone who is disqualified then they too are disqualified from working with children by association. This applies to household members including partners, children including foster children, house share colleagues, lodgers and those working on the premises. However there are two points to bear in mind:

- First the person is not guilty of an offence if they do not know a person they are living with is disqualified. For example, a member of staff may live in shared housing and may not have any knowledge about the people they live with including whether those people are disqualified. Neither the member of staff nor the provider has any legal requirement to seek this type of information.
- Second the law is clear that this is about 'knowingly employing' someone who is disqualified. Providers like Grafton Childcare who regularly ask staff to confirm there are no changes in their circumstances and act on any information received that brings into doubt a staff member's suitability are taking appropriate steps to make sure they do not knowingly employ someone who is disqualified.

If Grafton Childcare becomes aware of information which may lead to the disqualification of a member of staff we must report it to Ofsted as soon as reasonably practicable but at the latest within 14 days. Failure to do so would be a breach of Early Years Foundation Stage (Safeguarding and Welfare Requirements) Regulations 2012.

The terminology used in the Statutory Framework (EYFS 2012) has led to some confusion around disqualification as paragraph 3.14 refers to the registered provider. The Childcare (Disqualification) Regulations 2009 make no distinction between a registered provider/childminder/employee and volunteer and so it is relevant to any member of staff or volunteer working with children at Grafton Childcare. If we have an employee that is living in the same household as somebody who would be disqualified (for example their partner or lodger) then the employee will also be disqualified from working with children.

This is further documented in Ofsted guidance:

5.1a Disqualification: childminding and childcare in Compliance, investigation and enforcement handbook: disqualification:

People who apply to provide childminding or childcare are disqualified if they live or work on premises where a disqualified person lives. In these cases, the registered person, applicant for registration or **person wishing to work in childcare** must apply to us to waive their disqualification, rather than the disqualified individual. **This is because the applicant/registered person is disqualified by virtue of living or working with a disqualified person.**

The Bribery Act

When recruiting for posts that may be vulnerable to bribery risks (such as roles in Payroll, Purchasing, Marketing or Distribution), and subject to the requirements of the Rehabilitation of Offenders Act 1974, Grafton Childcare may need to carry out additional checks during the recruitment process.

These checks may include carrying out Enhanced DBS Checks, bankruptcy and credit reference checks and/or taking up additional references.

Qualification Certificates

All applicants are required to provide evidence of qualifications either in the form of original certificates which will be copied and then returned to confirmation from the relevant Examination Board if certificates cannot be produced.

The employment offer will be conditional upon valid evidence of qualification and the offer may be withdrawn if this is not supplied within a reasonable timescale.

If an applicant falsifies certificates or evidence of qualifications and this subsequently comes to the attention of Grafton Childcare at any stage during employment then the individual will be subject to disciplinary action and may be liable to dismissal.

Work Permits and Illegal Working

It is against the law to employ a person who does not have permission to live and work in the UK. Grafton Childcare could be prosecuted and fined under the Immigration and Asylum Act 1999 for employing somebody who does not have permission to work in the UK.

Therefore all successful applicants will be required to provide evidence of three original pieces of documentation from the list below once an offer of employment is made:

- A document giving the person's National Insurance number and name. This could be a P45, a National Insurance card or a letter from a government agency;
- A document showing that the person can stay indefinitely in the UK or that they have no restriction preventing them from taking employment. This may be an endorsement in a passport or Home Office Letter;
- A work permit or other approval to take employment from the Department for Education and Employment;
- A document showing that they are a UK Citizen or have right of abode in the UK. This may be an endorsement in a passport, a birth certificate, a registration or naturalisation document or a letter from the Home Office;
- A document showing that they are a national of a European Economic Area country. This may be a passport or national identity card; or
- A document confirming registration with the Worker Registration Scheme.

In order to avoid discrimination, it is essential that the same criteria are applied to every person who is offered employment with Grafton Childcare. It will be the responsibility of the Manager to ensure that enough relevant documents have been supplied which satisfies the criteria set out above.

If an applicant is not able to produce enough of the listed documents then they will be advised to contact the Citizens Advice Bureau for further advice and their employment will be put on hold until evidence can be produced and the offer may be withdrawn.

Personnel Records & Starter Procedures

Personnel records are held by the Manager. A file containing paper records is held for each employee and will include:

- Contract of Employment
- Personal information - New and Existing Staff Details form
 - Next of kin
 - Ethnic origin
 - Home address
 - Copy of Birth certificate (or similar proof of right to work)
 - Copy of marriage certificate if appropriate
 - Copy of all qualifications
- Absence records
- Changes to terms and conditions
- Current Disciplinary details
- Records of any Training undertaken
- Records of SMART Tasks and Performance Appraisals

These records are held in a secure environment, only accessible to the Manager and Senior Nursery Nurse. Electronic records may also be held by the Manager. This enables information gathering and quick access to employee records.

Devon Payroll also has limited access to enable them to run payroll and pay expenses. Employees will be asked annually to confirm the information we hold on them is correct.

Written Offer of Employment

Grafton Childcare will only confirm the offer of employment in writing once the following have been completed:

- Completed interviews and obtained two written references
- Received back a the Medical Questionnaire, Self Disclosure form and the Enhanced DBS check
- Verified qualifications with the DfE
- Confirmed the right to work in the UK, and their identity and employment history

Grafton Childcare will at this time inform any unsuccessful applicants and, if possible offer to give them feedback which may help them in their next interview. This is normally done via

email, or in writing if the unsuccessful applicants have provided a Stamped Addressed Envelope for Grafton Childcare to do so.

Grafton Childcare will agree a start date with the applicant, bearing in mind any notice period the applicant may be contractually obliged to give to their existing employer.

Before the successful applicants start date or on their first working day they will be supplied with the following:

- Any relevant information to prepare them for their employment.
- Contract of employment
- Details of pension arrangements
- Uniform
- New and Existing Staff Details form
- Staff Suitability Declaration form
- Time sheet for the following month
- Handbooks and any other relevant policies
- Annual leave booking form

Induction

The induction process is essential to familiarise a new employee with their role and Grafton Childcare. It is an opportunity to give them the information they need to start settling in to the team so that they can begin to work effectively. Our inductions include:

- An explanation of how they fit into their immediate work team and the organisation as a whole
- Showing the new staff member where everything is and what happens in which area
- Introduction to policies and procedures, including safeguarding
- Health and Safety information
- More general information about Grafton Childcare and its values
- A clear outline of what the job involves and what is expected of the staff member
- A statement of pay and conditions
- Pay and leave arrangements
- An agreed training plan - long and short term
- An opportunity for shadowing or working alongside an existing staff member

Grafton Childcare uses an Induction Checklist to ensure that all of the above areas are covered.

Complaints Procedure

Any applicants who consider that they have been unfairly treated or discriminated against during the recruitment and or induction process should write to the Manager stating the grounds of the complaint. Any employee who wishes to complain about his/her experience of the recruitment process should do so by means of the Grievance Procedure.

Confidentiality Policy

Grafton Childcare recognise that information relating to children, parents and carers, needs to be handled carefully; Grafton Childcare employees will ensure that information is kept safe and secure.

Commitment

Grafton Childcare is committed to ensuring the information is kept safe and secure and not passed on to or discussed with any outside body.

Implementation

Information and records are a necessary part of Grafton Childcare's work therefore employees will:

- Ensure parents, carers and children, understand the requirements for information and records
- Advise parents, carers and children of Grafton Childcare's responsibility to the child i.e. Safeguarding Policy. Information must be shared with the appropriate authority to ensure the welfare of the child when there are concerns.
- Reassure parents, carers and children, that personal information given will be treated as confidential
- Advise parents, carers and children of the organisations that can have access to the information and records
- Ensure personal information on children and families is kept in a secure place, whilst being easily accessible
- Advise parents, carers and children when information will be shared about them

Grafton Childcare will ensure that all employees are aware of the policy, and agree and adhere to it. Breaches of confidentiality will be treated as disciplinary.

Grafton Childcare is registered under the current Data Protection Act and complies with it.

Complaints Policy

In accordance with the guidelines set out in the Early Years Foundation Stage, we shall ensure that we have time to discuss and record your child's development, behaviour and care on an ongoing basis this is done via the following ways:-

- In writing daily via your child's Daily Diary or Communication Booklet;
- Via your child's Learning Journal;
- Via a "Progress Check" at 2 and a "Transition Document" at 4 or;
- At Transition to another Registered setting;
- Briefly when you drop your child off and collect them each day;
- Via regular chats via email and through our detailed weekly blog.

Beginning in a new setting can be a daunting experience for any child. We aim to work together in partnership with parents to make the experience a long and happy one. In order to achieve this it's important that we have as much information about your child and his/her family as possible. So communication is very important to us. When we enrol a new family into Grafton Childcare, we like to be sure that we can share openly any concerns or questions that may arise. We will of course contact you if we feel there are any aspects of your child's behaviour or development that we feel we need to discuss with you. We will respect your beliefs and culture and ensure that you are the most central person in your child's life. We understand that it is your right as a parent to pass comment on, or make a complaint about the service that we provide.

In the event of any concerns please do not hesitate to bring them to our attention; we cannot deal with your criticisms or problems unless you do so. Constructive criticism may be beneficial to the smooth running of Grafton Childcare. We positively welcome questions, feedback, or discussions of any kind that affect a positive outcome for your child. Sensitive issues will of course be discussed outside of regular hours either by phone or at a mutually convenient meeting one evening.

We aim to recognise that all children and young people have the right to express their needs and we will endeavour to meet these needs. We will aim too safeguard the welfare of every child and to create a friendly and caring setting to challenge unacceptable language, actions or beliefs which may be prejudicial or exclusive to others.

We aim to recognise the importance and needs of parents and families in the life of every child, to treat each child as an individual; recognising, valuing and encouraging their individuality and their potential.

We aim to respect differences; to help each child develop their self-respect and to respect others. We aim to avoid stereotyping; each child will be given opportunities to explore, understand and value differences and similarities. We aim to provide positive images; each child will be offered access to a range of resources that reflect a rich diversity of society.

We also aim to work in partnership with parents and with all others involved in the child's upbringing. We also provide a range of stimulating, fun and creative activities which are both age and ability appropriate and where applicable, in line with the Early Years Foundation Stage.

However should a parent's concerns not be resolved by discussion and our then taking appropriate and prompt action. You might wish to make a formal complaint to us; this should be made in writing.

We must be notified in writing or in an electronic form of any formal complaint that you might wish to make before we can carry out any formal investigation. If the written complaint relates to the Statutory Framework for the Early Years Foundation Stage, it is now mandatory for us to investigate the complaint, and to take any necessary action and inform parents of the outcome of our findings between 14 and 28 days of receiving a formal written complaint. We must also keep a record of such complaints and make them available for viewing by other parents for up to three years and interested parties taking care not to name any individuals. However a more detailed record of the complaint will be held in the child's file and copy given to the parent who made the complaint.

Should you wish to view our complaints file held on our premises at any time please feel free to ask. Where a parent complains directly to Ofsted, they will normally have all such complaints referred back to their childcare provider in the first instance, since it is now mandatory for the settings themselves to investigate all written complaints and keep a record of them for three years or their next Ofsted inspection.

Some complaints, or aspects of complaints, are about matters that Ofsted do not investigate. They cannot act upon complaints about providers, which relate to private matters between the provider and the complaint, such as contractual or payment disputes and employment matters. In these cases Ofsted would refer you back to your childcare provider and tell you the matter in question is not one that Ofsted has any legal power to investigate. However should you wish to contact the Ofsted national address for complaints you are within your rights to do so.

You can write to them, call them or use their online contact form:-

Ofsted
Early Years
Piccadilly Gate,
Store Street,
Manchester,
M1 2WD,

Tel: 0300 123 1231 The call centre on which is open 08:00 to 18:00, Monday to Friday

Or you can use their online form <https://contact.ofsted.gov.uk/contact-form>

Bullying and Harassment Policy

Grafton Childcare fully support the right of all people to be treated with dignity and respect at work and are committed to promoting a working environment free from all forms of harassment and bullying and agree that appropriate steps should be taken to achieve this.

Grafton Childcare is aware that workplace bullying has a detrimental and negative affect on individuals and therefore operational efficiency. Grafton Childcare has therefore resolved to create a working environment that supports the dignity of all employees and is free from bullying and any other forms of harassment.

All employees will be made aware of the Grafton Childcare policy forbidding the bullying of any employee by another employee and will be expected to comply with this policy. Appropriate disciplinary action, including warnings and dismissal for serious offences, may be taken against any employee who violates this policy.

All employees have a clear role to play in helping to create a climate at work in which bullying behaviour is unacceptable. In particular, employees should be aware of their own conduct, avoid colluding with inappropriate behaviour and co-operate fully in any complaint procedure.

The Manager has a responsibility to raise awareness of the issue, respond positively to any complaints and challenge and stop unacceptable behaviour in the workplace.

What is bullying at work?

Bullying can be defined in many ways but is generally behaviour that is identified as a misuse of power. It is usually persistent (i.e. more than a one-off incident), is offensive, abusive, intimidating, malicious or insulting behaviour, unfair use of sanctions. This makes the recipient feel upset, threatened, humiliated or vulnerable and undermines self-confidence.

Bullying behaviour is largely identified not so much by what has actually been done, but rather by the effect that it has on its target(s). At its most extreme, bullying can be physical e.g. hitting, pushing, damaging or stealing personal possessions. This may, in some cases, constitute gross misconduct and should be dealt with under the disciplinary procedure.

Examples of bullying covered by this Policy could include:

- Persistently criticising an individual unnecessarily;
- Shouting at colleagues in public or private;
- Deliberate isolation by ignoring or excluding a person;
- Withholding information or removing areas of responsibility without justification;
- Spreading malicious rumours;
- Making inappropriate personal comments;
- Blocking leave or training applications without reason;
- Setting objectives with impossible deadlines with the deliberate intention of undermining an individual ;
- Deliberate misrepresentation of the views of the Manager;
- Undermining a person's self respect by condescending, paternalistic or threatening treatment that humiliates, intimidates or demeans

Legitimate and constructive fair criticism of an employee's performance or behaviour at work is not bullying. It is also recognised that an occasional raised voice or argument does not constitute bullying.

It is unacceptable to condone bullying behaviour under the guise of a particular management style. Effective management obtains results whilst ensuring that employees are treated with dignity and respect.

The Legal Position

Grafton Childcare has duties to ensure the physical and psychological health, safety and welfare of employees at work under health and safety legislation. This includes assessing the causes of stress at work and introducing measures to reduce or prevent stress.

Harassment based on race, gender, sexuality or disability are serious employment issues and may be in breach of the Race Relations Act 1976, the Sex Discrimination Act 1975, the Disability Discrimination Act 1995, the Public Order and Criminal Justice Act 1994, the Protection from Harassment Act 1997 and/or Equal Opportunities Code of Practice.

Employers may be liable for the actions of their employees, whether or not they are carried out with the employer's knowledge or approval. This is in addition to the employee's individual liability for his/her own actions. Liability for harassment amounting to unlawful discrimination can only be avoided if it can be proven that appropriate preventative measures were taken to ensure that the offending acts were not committed.

Individuals complaining of racial or sexual harassment, or harassment on the grounds of disability may have direct recourse to the law through an Employment Tribunal. Whilst other forms of harassment may not be in breach of the law, they may contravene (the employer's) policy and as such are unacceptable.

Any legal claims for bullying would be concerned with breach of contract and unfair dismissal. That is, that the failure by an employer to deal with bullying related issues may result in a fundamental breach of one of the following implied terms:-

- To keep employees safe from harm;
- To support and assist;
- Trust and confidence.

In addition, the Human Rights Act 1998 may also provide legal redress for complainants of harassment or bullying.

Contact Officers

Grafton Childcare recognises that there can be difficulties in raising the issue of bullying. The following are examples, but not an exhaustive list:

- If an immediate work colleague is doing the bullying.
- If the employee is reluctant or too embarrassed to raise the matter with their manager, or feel the manager may lack the skills, knowledge or sensitivity to deal with complaints of bullying.
- If the employee finds the prospect of using the formal complaints procedures intimidating.

Grafton Childcare is concerned to ensure that such potential difficulties are overcome and that allegations of bullying are raised so that they can be acted upon. To help ensure this Contact Officers have been designated to deal with complaints of bullying and to offer advice to employees who believe that they or their colleagues have been bullied.

The main role of the Contact Officer is to:

- Provide sympathetic assistance to employees with complaints of bullying.
- Explain to them how the procedures for making a complaint operate.
- Establish the main details of any complaint.
- Channel the complaint to the appropriate manager for action if the employee decides to take the matter further.

Contact Officers will discuss cases in complete confidence and will not divulge information to any other person without the agreement of the employee. An employee who comes to a Contact Officer to talk about bullying is under no obligation to take further action.

The Contact Officer is there to help employees decide what they want to do.

Employees who have been bullied are not obliged to refer their complaints to the Contact Officer; it is entirely up to them whether they do so. However, the nomination of Contact Officer is an additional means of ensuring that such employees are not discouraged from bringing forward complaints.

The Contact Officers for Grafton Childcare are:-

- Denise Tupman,
- Philip Tupman and
- Lara Rowe.

Staff Code of Conduct, Dress & Written Codes

Grafton Childcare expects all employees to abide by the codes below:

Conduct Code:

- All employees are expected to act in a fair, compliant and professional manner when representing Grafton Childcare at any occasion.
- All employees must have the welfare of Grafton Childcare and its clients at the forefront of their thinking when representing Grafton Childcare.
- All employees should arrive at, or before, the start of a meeting or event out of respect for those hosting the meeting or event.
- All employees should have a willingness to share all tasks with others to maximise efficiency.

Dress Code:

- All employees are expected to be presentable when representing Grafton Childcare at any occasion.
- All employees are expected to wear uniform provided at all times. Or when asked by your manager.
- Only belted non holed smart jeans, belted black trousers and skirts which fall below the knee are acceptable and permitted.
- Joggers, hammer pants, holed jeans or holed trousers are not permitted to be worn to work.
- Polo-shirts, Rugby-shirts, Zip Fronted Fleeces and Zip Fronted Hoodies, will be provided by Grafton Childcare.
- You may if you wish, wear a thermal t-shirt underneath your work wear of your own. However it must be either plain lilac, purple or grey and if longer than your work wear it must be tucked into your jeans, trousers or skirts at all times. In order to give a tidy and smooth appearance to your uniform.

It is expected that all clothing will be kept in a clean and laundered condition and uniform provided by Grafton Childcare will be both ironed and cleaned by yourself prior to your attending work each day, you will be provided with sufficient work wear in order that this is practical.

Breaches in this Dress Code could result in disciplinary measures being taken against yourself for non compliance to this code at all times during work hours whilst employed by Grafton Childcare.

Written Code:

All employees will ensure that the all written text for circulation is in Comic Sans 11 and that they use commonly used language to assure understanding. All employees will retain the corporate image of Grafton Childcare on all publications, written and promotional material.

Data Protection Policy

Introduction

This document sets out the obligations of Grafton Childcare with regard to data protection and the rights of people with whom it works in respect of their personal data under the Data Protection Act 1998 ("the Act").

This Policy shall set out procedures which are to be followed when dealing with personal data. The procedures set out herein must be followed by Grafton Childcare, its employees, students, contractors, agents, consultants, partners or other parties working on behalf of Grafton Childcare.

Grafton Childcare views the correct and lawful handling of personal data as key to its success and dealings with third parties. Grafton Childcare shall ensure that it handles all personal data correctly and lawfully.

The Data Protection Principles

This Policy aims to ensure compliance with the Act. The Act sets out eight principles with which any party handling personal data must comply. All personal data:

- Must be processed fairly and lawfully (and shall not be processed unless certain conditions are met);
- Must be obtained only for specified and lawful purposes and shall not be processed in any manner which is incompatible with those purposes;
- Must be adequate, relevant and not excessive with respect to the purposes for which it is processed;
- Must be accurate and, where appropriate, kept up-to-date;
- Must be kept for no longer than is necessary in light of the purpose(s) for which it is processed;
- Must be processed in accordance with the rights of data subjects under the Act;
- Must be protected against unauthorised or unlawful processing, accidental loss, destruction or damage through appropriate technical and organisational measures; and
- Must not be transferred to a country or territory outside of the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

Rights of Data Subjects

Under the Act, data subjects have the following rights:

- The right to be informed that their personal data is being processed;
- The right to access any of their personal data held by the Company within 40 days of making a request;

- The right to prevent the processing of their personal data in limited circumstances; and
- The right to rectify, block, erase or destroy incorrect personal data.

Personal Data

Personal data is defined by the Act as data which relates to a living individual who can be identified from that data or from that data and other information which is in the possession of, or is likely to come into the possession of, the data controller, and includes any expression of opinion about the individual and any indication of the intentions of the data controller or any other person in respect of the individual.

The Act also defines "sensitive personal data" as personal data relating to the racial or ethnic origin of the data subject; their political opinions; their religious (or similar) beliefs; trade union membership; their physical or mental health condition; their sexual life; the commission or alleged commission by them of any offence; or any proceedings for any offence committed or alleged to have been committed by them, the disposal of such proceedings or the sentence of any court in such proceedings.

Grafton Childcare only holds personal data which is directly relevant to its dealings with a given data subject. That data will be held and processed in accordance with the data protection principles and with this Policy. The following data may be collected, held and processed by Grafton Childcare from time to time:

- Identification information relating to employees including, but not limited to, names and contact details;
- Equal opportunities monitoring information including age, gender, race, nationality and religion;
- Health records including details of sick leave, medical conditions, disabilities and prescribed medication;
- Employment records including, but not limited to, interview notes, curricula vitae, application forms, assessments, performance reviews and similar documents;
- Details of salaries including increases, bonuses, commission, overtime, benefits and expenses;
- Records of disciplinary matters including reports and warnings, both formal and informal;
- Details of grievances including documentary evidence, notes from interviews, procedures followed and outcomes;

Processing Personal Data

Any and all personal data collected by Grafton Childcare including that detailed above is collected in order to ensure that Grafton Childcare can facilitate efficient transactions with third parties including, but not limited to, its customers, partners, associates and affiliates and efficiently manage its employees, students, contractors, agents and consultants.

Personal data shall also be used by Grafton Childcare in meeting any and all relevant obligations imposed by law.

Personal data may be disclosed within Grafton Childcare. Personal data may be passed from one department to another in accordance with the data protection principles and this Policy. Under no circumstances will personal data be passed to any department or any individual within Grafton Childcare that does not reasonably require access to that personal data with respect to the purpose(s) for which it was collected and is being processed.

- Grafton Childcare shall ensure that: All personal data collected and processed for and on behalf of the Company by any party is collected and processed fairly and lawfully;
- Data subjects are made fully aware of the reasons for the collection of personal data and are given details of the purpose for which the data will be used;
- Personal data is only collected to the extent that is necessary to fulfil the stated purpose(s);
- All personal data is accurate at the time of collection and kept accurate and up-to-date while it is being held and / or processed;
- No personal data is held for any longer than necessary in light of the stated purpose(s);
- All personal data is held in a safe and secure manner, taking all appropriate technical and organisational measures to protect the data;
- All personal data is transferred using secure means, electronically or otherwise;
- No personal data is transferred outside of the UK or EEA (as appropriate) without first ensuring that appropriate safeguards are in place in the destination country or territory; and
- All data subjects can exercise their rights set out in this policy and more fully in the Act

Health Records

Grafton Childcare holds health records on all employees which are used to assess the health, wellbeing and welfare of employees and highlight any issues which may require further investigation. Such health records will include details of sick leave, medical conditions, disabilities and prescribed medication. Data under this heading will be used by management only and will not be revealed to fellow employees and peers (unless those employees are responsible for health records in the normal course of their duties).

Grafton Childcare is required to maintain Health Records on each member of staff with regards to any medications they may be taking on a regular basis or any health concerns which could impact upon their ability to work with children. This information may be shared with medical professionals, local authority staff, our Payroll Service provider, the Disclosure and Barring service and Ofsted.

Benefits

In cases where employees are enrolled in benefit schemes which are provided by Grafton Childcare (including, but not limited to, pensions and healthcare) it may be necessary from time to time for third party organisations to collect personal data from relevant employees.

Prior to collection, employees will be fully informed of the personal data that is to be collected, the reasons for its collection, and the way(s) in which it will be processed. Grafton Childcare shall not use any such data except insofar as is necessary in the administration of relevant benefits schemes.

Trade Unions

Grafton Childcare will provide the following personal data concerning relevant employees to bona fide trade unions where those unions are recognised by Grafton Childcare. The following data will be supplied:

- Name;
- Job Description;

All employees have the right to request that their personal data is not supplied to trade unions, all such requests must be made in writing and addressed to The Manager.

Monitoring

Grafton Childcare may from time to time monitor the activities of employees. Such monitoring may include, but will not necessarily be limited to, internet and email monitoring. Any employee that is to be monitored shall be informed in advance of such monitoring.

Under no circumstances will monitoring interfere with an employee's normal duties. Grafton Childcare shall use its best and reasonable endeavours to ensure that there is no intrusion upon employees' personal communications or activities and under no circumstances will monitoring take place outside of the employee's normal place of work or work hours.

Data Protection Procedures

Grafton Childcare shall ensure that all of its employees, students, contractors, agents, consultants, partners or other parties working on behalf of Grafton Childcare comply with the following when processing and / or transmitting personal data:

- All emails containing personal data must be encrypted;
- Personal data may be transmitted over secure networks only - transmission over unsecured networks is not permitted in any circumstances;
- Personal data may not be transmitted over a wireless network if there is a wired alternative that is reasonably practicable;
- Personal data contained in the body of an email, whether sent or received, should be copied from the body of that email and stored securely. The email itself should be deleted. All temporary files associated therewith should also be deleted;
- Where Personal data is to be sent by facsimile transmission the recipient should be informed in advance of the transmission and should be waiting by the fax machine to receive the data;
- Where Personal data is to be transferred in hardcopy form it should be passed directly to the recipient. Using an intermediary is not permitted;

- All hardcopies of personal data should be stored securely in a locked box, drawer, cabinet or similar;
- All electronic copies of personal data should be stored securely using passwords and suitable data encryption, where possible on a drive or server which cannot be accessed via the internet; and
- All passwords used to protect personal data should be changed regularly and should not use words or phrases which can be easily guessed or otherwise compromised.

Organisational Measures

Grafton Childcare shall ensure that the following measures are taken with respect to the collection, holding and processing of personal data:

- A designated officer The Manager of Grafton Childcare shall be appointed with the specific responsibility of overseeing data protection and ensuring compliance with the Act
- All employees, students, contractors, agents, consultants, partners or other parties working on behalf of Grafton Childcare are made fully aware of both their individual responsibilities and Grafton Childcare's responsibilities under the Act and shall be furnished with a copy of this Policy.
- All employees, students, contractors, agents, consultants, partners or other parties working on behalf of Grafton Childcare handling personal data will be appropriately trained to do so.
- All employees, students, contractors, agents, consultants, partners or other parties working on behalf of Grafton Childcare handling personal data will be appropriately supervised.
- Methods of collecting, holding and processing personal data shall be regularly evaluated and reviewed.
- The Performance of those employees, students, contractors, agents, consultants, partners or other parties working on behalf of Grafton Childcare handling personal data shall be regularly evaluated and reviewed.
- All employees, students, contractors, agents, consultants, partners or other parties working on behalf of Grafton Childcare handling personal data will be bound to do so in accordance with the principles of the Act and this Policy by contract. Failure by any employee to comply with the principles or this Policy shall constitute a disciplinary offence. Failure by any student, contractor, agent, consultant, partner or other party to comply with the principles or this Policy shall constitute a breach of contract. In all cases, failure to comply with the principles or this Policy may also constitute a criminal offence under the Act.
- All contractors, students, agents, consultants, partners or other parties working on behalf of Grafton Childcare handling personal data must ensure that any and all of their employees who are involved in the processing of personal data are held to the same conditions as those relevant employees of Grafton Childcare arising out of this Policy and the Act.

- Where any contractor, student, agent, consultant, partner or other party working on behalf of Grafton Childcare handling personal data fails in their obligations under this Policy that party shall indemnify and hold harmless Grafton Childcare against any costs, liability, damages, loss, claims or proceedings which may arise out of that failure.

Access by Data Subjects

A data subject may make a subject access request ("SAR") at any time to see the information which Grafton Childcare holds about them.

- SARs must be made in writing, accompanied by the correct fee.
- Grafton Childcare currently requires a fee of £10 with all SARs.
- Upon receipt of a SAR Grafton Childcare shall have a maximum period of 40 days within which to respond. The following information will be provided to the data subject:
 - Whether or not Grafton Childcare holds any personal data on the data subject;
 - A description of any personal data held on the data subject;
 - Details of what that personal data is used for;
 - Details of any third-party organisations that personal data is passed to; and
 - Details of any technical terminology or codes.

Notification to the Information Commissioner's Office

As a data controller, Grafton Childcare is required to notify the Information Commissioner's Office that it is processing personal data. Grafton Childcare is registered in the register of data controllers. Data controllers must renew their notification with the Information Commissioner's Office on an annual basis. Failure to notify constitutes a criminal offence.

Any changes to the register must be notified to the Information Commissioner's Office within 28 days of taking place. The Designated Officer is responsible for notifying and updating the Information Commissioner's Office.

Communications Policy

Introduction

This Communications Policy applies to all employees, contractors, students on work placements and agents of Grafton Childcare who use the communications equipment and systems provided by Grafton Childcare and are referred to in this policy as "Users".

Users are encouraged to use email and the internet at work as a fast and reliable method of communication with significant advantages for business.

In light of the fact that communications made by Users reflect upon Grafton Childcare and are capable of creating a number of commercial, professional and legal problems, this policy is intended to clarify what Grafton Childcare expects from Users and their responsibilities when using Grafton Childcare's communications facilities.

Communications facilities, communications equipment and communications systems include: Telephone; Fax; Email; Internet and Intranet; Video conferencing facilities and any other communication device or network provided by Grafton Childcare.

General Principles

There are certain general principles that should be born in mind when using any type of communication, be it external or internal, including hard copy letters, memos and notices. Grafton Childcare expects all users to:

- Use communication equipment and facilities, including Grafton Childcare's letterheads and stationery, responsibly and professionally and at all times in accordance with your duties;
- Ensure that they do not breach any copyright or other intellectual property rights when making communications;
- Ensure that they do not bind themselves or Grafton Childcare to any agreement;
- Be mindful of the fact that any communication may be required to be relied upon in court, to the advantage or the detriment of the individual or Grafton Childcare, and conduct their use of communication systems and equipment accordingly.

Internet

Grafton Childcare provides access to the internet for the sole purpose of business and to assist Users in the furtherance of their duties. The use of the internet for personal purposes is strictly prohibited during normal working hours or during designated breaks unless prior consent has been sort of the manager.

Users must not use the internet to gain or attempt to gain unauthorised access to computer material or private databases, including restricted areas of Grafton Childcare's network. Nor must they intentionally or recklessly introduce any form of malware, spyware, virus or other malicious software or code to the communications equipment or systems of Grafton Childcare.

Users must not access or attempt to access any information which they know or ought to know is confidential or restricted.

Users must not download or install any software without the express permission of the Manager. Users must not attempt to download, view or otherwise retrieve illegal, pornographic, sexist, racist, offensive or any other material which may cause embarrassment to the corporate image of Grafton Childcare. Any such attempt will constitute a disciplinary offence and in addition to internet access being reviewed, reduced or withdrawn, may be subject to disciplinary action or summary dismissal.

Blogging and Social Networking Sites

The viewing of or contribution to blogs, content sharing and social networking sites such as "Facebook", "Myspace", "Bebo", "YouTube", "Pinterest" and "Yahoo Groups" using Grafton Childcare's communications systems is prohibited without specific task only consent of the Manager. Grafton Childcare recognises that there may be other sites of this type of which it is not aware and therefore Users are reminded that despite any existence of such websites, the visiting of them is nonetheless prohibited.

Grafton Childcare recognises that in their private time Users may wish to publish content on the internet through a variety of means. Even outside of work Users must adhere to this policy when creating, modifying or contributing to websites.

If a User makes any posting, contribution or creation or publishes any other content which identifies or could identify the User as an employee, contractor, student on work placements or agent or other member or associate of Grafton Childcare, or in which the User discusses his/her work or experiences relating to Grafton Childcare, the User must at all times ensure that his/her conduct is appropriate and consistent with their contract of employment and the corporate image of Grafton Childcare, and should bear in mind that the User as an employee owes a duty of fidelity to Grafton Childcare.

If a User is unsure as to the appropriateness of a posting or other content published by him/her, they should speak to the Manager at the earliest opportunity to seek clarification.

If, in any contribution or posting which identifies or could identify the User as an employee, agent or other affiliate of Grafton Childcare, the User expresses an idea or opinion he/she should include a disclaimer which clearly states that the opinion or idea expressed is that of the User and does not represent that of Grafton Childcare.

The User should be aware that any material which they upload which is pornographic, sexist, racist, homophobic, paedophilic or any other discriminatory or otherwise offensive material could amount to gross misconduct with the possibility of summary dismissal;

Material and information which the User uploads and knows or ought to know is confidential or restricted information and which they are not authorised to deal with could amount to gross misconduct with the possibility of summary dismissal;

Users may not at any time hold discussions or express opinions with any ex-clients, current clients or prospective clients of Grafton Childcare which refer to any aspect of the care for

which we provide here at Grafton Childcare and will amount to gross misconduct with the possibility of summary dismissal;

If any User is contacted by ex-clients, current clients or prospective clients of Grafton Childcare they are advised to direct all enquires to the Manager and advise the Manager immediately of the approach or face the possibility of gross misconduct with the possibility of summary dismissal;

Any content which has the object or effect of causing harassment to the recipient, including but not limited to ex-clients, current clients or prospective clients of Grafton Childcare will amount to gross misconduct with the possibility of summary dismissal;

Email

The email address with which users are provide by Grafton Childcare ending in the suffix @graftonchildcare.co.uk is provided for business purposes in order to facilitate information sharing and timely communication with clients, parents, colleagues and suppliers. Any business which is conducted via email must be conducted through Grafton Childcare's email and is under no circumstances to be conducted through any other personal email address or account without prior approval of the Manager.

Users should adopt the following points as part of best practice:

- Before communicating via email, Users should satisfy themselves that it is the most suitable mode of communication, particularly where time is of the essence;
- Ensure that the email contains Grafton Childcare disclaimer notice. This should be added automatically by the email client. If it is not you should speak to the Manager immediately;
- All emails should contain the appropriate business reference(s), either in the subject line or in the body of the text;
- Emails should be worded appropriately and in the same professional manner as if they were a letter;
- All emails should be proof read before transmission, which includes ensuring that any attachments referred to in the text are actually attached and are correct and the intended recipients' email addresses are correct;
- If an important document is transmitted via email, the sender should telephone the recipient where possible to confirm that the document has been received in full;
- Users must not email any business document to their own or a colleague's personal web-based email accounts unless specifically permitted to do so by the Manager.
- The use of Grafton Childcare's email for any personal matter is prohibited as it places additional strain on Grafton Childcare's communications facilities. In any case User's are not permitted to use Grafton Childcare's email address to subscribe to any newsletters or to receive any marketing, as this will result in extra unnecessary burden being placed upon Grafton Childcare's communications systems.
- Users should at all times remember that email messages may have to be disclosed as evidence for any court proceedings or investigations by regulatory bodies and may

therefore be prejudicial to both their and Grafton Childcare's interests. Users should remember that data which appears to have been deleted is often recoverable.

Personal Email

Users are not permitted to access their personal email accounts via Grafton Childcare's communication systems without the prior consent of the Manager and then only if the Manager deems that the use is reasonable and does not interfere with the User's performance of his/her duties i.e. is outside of normal working hours during a staff or management meeting or during a lunch break when no children are present.

Telephone Use

Grafton Childcare's Telephone System

Grafton Childcare's telephone line is for the exclusive use by Users working on the Grafton Childcare's business. Essential personal telephone calls regarding Users' domestic arrangements are acceptable, but excessive use of Grafton Childcare's telephone system for personal calls is prohibited. Acceptable telephone use may be defined as no more than five minutes of personal calls in a working day. Any personal telephone calls should be timed to cause minimal disruption to Users' work.

Users should be aware that telephone calls made and received on Grafton Childcare's telephone system may be routinely monitored to ensure customer satisfaction or to check the telephone system is not being abused.

If Grafton Childcare discovers that the telephone system has been used excessively for personal calls, this will be dealt with under Grafton Childcare's disciplinary procedures.

Mobile Phones and Cameras

The making and receiving of private calls or texting on Users own mobile telephones or using Users' telephones or cameras to take photographs of any child at Grafton Childcare may not be undertaken at any point whilst working. Users' may use their mobile telephones and cameras during designated breaks in a separate room away from any child for essential personal telephone calls regarding Users' domestic arrangements.

At all other times all employees mobile telephones and cameras must be kept in staff bags in the designated cloakroom areas and may not be checked for messages or texts without prior consent of the Manager. In order to avoid disruption to others, mobile phones should be set to silent during normal working hours. Disciplinary action will be taken against anyone disregarding these rules. Where necessary, emergency calls may be received through Grafton Childcare's Landline.

Grafton Childcare has its own Camera and iPhone which are both used solely for business purposes and not for the personal use of any member of staff or member of Grafton childcare's own family. For example; while caring for the children we may sometimes wish to take photographs to share with parents, to support observations and planning for future activities for a child, or to help support a current theme or activity which a child is engaged

with. Our iPhone may be used as our emergency telephone when staff are off the premises with children or whilst attending offsite training. Photographs may be taken on Grafton Childcare's own Camera and iPhone and then used in a child's Learning Journey Folder, Daily Diary and Communication Book and in Grafton Childcare's album, or promotional literature, photos are also published on our website and in our weekly blog or facebook page. For which we gain ongoing prior permission to do so from each parent and carer when a child is placed in our care.

We also regularly send photos to the press etc when we are promoting Grafton Childcare's, recent activities or money we have raised for good causes, etc. All of these photos are taken on Grafton Childcare own Camera and iPhone for which we gain ongoing prior permission to do so from each parent and carer when a child is placed in our care.

We might also from time to time place photos onto our digital photo frame which is sometimes displayed in the entrance to the conservatory which we have taken of the children whilst at Grafton Childcare, demonstrating what the children have been achieving and doing during the course of their time with us.

At no point may a member of staff, student or volunteer remove, forward, share or send copies of any photos stored on either of Grafton Childcare's own Laptops, iMac, iPad, Memory Storage Devices, Camera, iPhone, Website, Blog or Facebook Page to any unauthorised persons without prior express permission of the Manager. Any user found to be misusing the communication equipment and systems provided by Grafton Childcare will be treated in line with the usual disciplinary procedures.

The Manager and members of the Senior Management Team are responsible for deleting any unneeded photos and securely uploading any necessary photos to Grafton Childcare's Website, Blog or Facebook Page with the prior written consent of parents and carers.

Grafton Childcare's Communications Equipment

The integrity of Grafton Childcare's business relies on the security of its communications equipment and systems. Users bear the responsibility of preserving the security of communications equipment and systems through careful and cautious use.

Access to certain websites is blocked from Grafton Childcare's communications equipment and systems. Often the decision to block a website is based on potential security risks that the site poses. Users must not attempt to circumvent any blocks placed on any website or features by Grafton Childcare.

Users must not download or install any software or program without the express permission of the Manager. Users must not share any password that they use for accessing Grafton Childcare's communications equipment and systems with any person, other than when it is necessary for training, support, maintenance or repairs.

Users must ensure that confidential and sensitive information is kept secure. Workstations and screens should be locked when the User is away from the machine, hard copy files and

documents should be secured when not in use and caution should be exercised when using Grafton Childcare's mobile telephone outside of the workplace.

When opening email from external sources Users must exercise caution in light of the risk viruses pose to system security. Users should always ensure that they know what an attachment is before opening it. If a User suspects that their computer has been affected by a virus they must contact the Manager immediately.

No external equipment or device may be connected to or used in conjunction with the Grafton Childcare's equipment or systems without prior express permission of the Manager.

Monitoring

Grafton Childcare may monitor your communications for the following reasons:

- To ensure Grafton Childcare's policies and guidelines are followed, and standards of service are maintained;
- To provide evidence of transactions and communications;
- To help combat unauthorised use of Grafton Childcare's communications equipment and systems and maintain security;
- In order to better understand the requirements of Grafton Childcare in terms of the provision of communication equipment and systems.

Users should be aware that all internet and email traffic data sent and received using the Grafton Childcare's communication systems is logged, including websites visited, times of visits and duration of visits. Any personal use of the internet will necessarily therefore be logged also. User's who wish to avoid the possibility of the Grafton Childcare becoming aware of any political or religious beliefs or affiliations should avoid visiting websites at work which might reveal such affiliations. By using Grafton Childcare's's communications equipment and systems for personal use, Users are taken to consent to personal communications being logged and monitored by Grafton Childcare. Grafton Childcare shall ensure that any monitoring of communications complies with the Data Protection Act 1998.

When monitoring emails, Grafton Childcare will normally restrict itself to looking at the address and heading of the emails. However, if it is considered necessary, Grafton Childcare may open and read emails. Users should be aware that sensitive and confidential communications should not be sent by email because it cannot be guaranteed to be private

Misuse and Compliance

Any user found to be misusing the communication equipment and systems provided by Grafton Childcare will be treated in line with the usual disciplinary procedure.

The viewing, transmission, downloading, uploading or accessing in any way of any of the following material using Grafton Childcare's communications equipment and systems will amount to gross misconduct with the possibility of summary dismissal;

- Material which is pornographic, sexist, racist, homophobic, paedophilic or any other discriminatory or otherwise offensive material;
- Illegal or criminal material, including material which breaches copyright or any other intellectual property right;
- Any material which has the object or effect of causing harassment to the recipient;
- Material which the User knows or ought to know is confidential or restricted information and which they are not authorised to deal with;
- Any website which Grafton Childcare has blocked access to from Grafton Childcare's communications equipment and systems.

Allergen Policy

The EU Food Information for Consumers Regulation (No. 1169/2011) (FIC) and Food Information Regulations 2014 (SI 2014/1855) (FIR) came into force on the 13th December 2014. The Regulations require Grafton Childcare to provide clear and accurate information on the allergens present in the food we have produced so that allergic individuals can avoid consuming food that may cause them to have an allergic reaction.

The Regulations include a list of the 14 most common ingredients and processing aids that cause food allergies and intolerances and the detailed list is attached as an Appendix to this policy. The Regulations require Grafton Childcare to ensure that if a food product contains or uses an ingredient or processing aid derived from one of the listed substances or products then it will be declared to the parents for whom we provide childcare.

These Regulations apply to all stages of production, processing and distribution of food for human consumption. Grafton Childcare is committed to reducing the risk to the children for whom we provide childcare of consuming allergens in food.

Ingredients/Labelling

The 14 allergen groups listed are as follows;

1. Cereals containing gluten - wheat, rye, barley, oats, spelt, khorasan, kamut or their hybrid strains
2. Crustaceans
3. Egg
4. Fish
5. Lupin
6. Milk
7. Molluscs
8. Nuts - almond, hazelnut, walnut, cashew nut, pecan nut, Brazil nut, pistachio nut, Macadamia nut and Queensland nut
9. Peanut
10. Soya
11. Sesame
12. Celery and celeriac
13. Mustard
14. Sulphur dioxide and sulphites

For detailed information on the 14 Allergen groups and exemptions Grafton Childcare acknowledges that the full list in the Appendix must be used.

The responsibility for ensuring compliance with FIC and FIR lies with Denise Tupman (Manager) delegated to Phil Tupman (Cook), they will ensure that;

When ingredients are purchased from suppliers they are accompanied by detailed and accurate information on any of the listed allergens that are present in the ingredients. The ingredients will not be used for producing food and drinks until this allergen notification has been received.

All food or drink used for consumption is accompanied by information on the presence of any of the listed allergens and this information is provided to the consumer in accordance with the Regulations. Any allergen ingredients are to be provided in an allergen ingredients list, for instance, the relevant allergen will be highlighted with a tick in the Allergens list sheet; a clear written signpost will be provided on the Parents' Noticeboard and also uploaded on a weekly basis via Grafton Childcare's Blog as to where the allergen information can be found, but parents' may also ask their child's Key Worker for clarification if needed.

Monitoring

Grafton Childcare will actively monitor four key factors to ensure the proper management of the use of the listed allergens.

Supplier information.

Denise Tupman (Manager) and Phil Tupman (Cook) will ensure that all products received are correctly labelled and show all of the listed allergens used.

In the absence of full details of any of the listed allergens used being provided by the supplier, supplier questionnaires will be used to check the allergenic status of the ingredients.

Managing cross contamination.

Grafton Childcare will maintain rigid food hygiene standards throughout food preparation areas.

Where allergenic ingredients are packaged openly/loosely, they will be stored separately to reduce the risk of cross contamination.

Physical segregation of allergenic ingredients within the production area at all times.

All staff employed will be trained in all areas of good food hygiene practice.

Training.

Our Cook and all Nursery Nurses hold at least a basic food hygiene certificate. All staff adhere to the HACCP (Hazard Analysis & Critical Control Point) best practice food handling standards.

All staff are informed of the new rules concerning allergens and how to respond to consumer queries on allergen content.

Communication where allergen information is provided orally.

Each child's own Key Worker will at all times be the nominated person(s) who is responsible for providing oral information to the parent's of their own Key Children on the listed allergens present in the food.

Each member of Staff will be responsible for reading the Food Standards Agency booklet "Loose Foods" and our weekly "Allergens Sheet" so they are able to explain to parents' what allergens (from the group of 14 listed allergens) are present in any food or drink served.

To ensure that the oral information is consistent and verifiable the allergen information will also be kept on weekly allergen sheets which are placed on both the Parent's and Staff Noticeboards each week and which is easily available for Key Workers to refer to at all times.

A clearly visible written notice must always be present on the Parents' Noticeboard indicating that allergen information is available from a child's Key Worker.

This policy has been approved & authorised by:

Name: Denise Tupman

Position: Manager

Date: 3rd December 2014

Signature:

The following members of staff have received a copy:-

Philip Tupman

Jade Lofthouse

Lara Rowe

Angela Evemy

Zoe Northcott

Christopher Tupman

Julie Perry

Sandra Virgin

Kimberley Evans

Estelle Minton

Via email 3rd December 2014

APPENDIX

SUBSTANCES OR PRODUCTS CAUSING ALLERGIES OR INTOLERANCES.

1. **Cereals containing gluten**, namely: wheat, rye, barley, oats, spelt, kamut or their hybridised strains, and products thereof, except:
 - (a) wheat based glucose syrups including dextrose (1);
 - (b) wheat based maltodextrins (1);
 - (c) glucose syrups based on barley;
 - (d) cereals used for making alcoholic distillates including ethyl alcohol of agricultural origin;
2. **Crustaceans** and products thereof;
3. **Eggs** and products thereof;
4. **Fish** and products thereof, except:
 - (a) fish gelatine used as carrier for vitamin or carotenoid preparations;
 - (b) fish gelatine or Isinglass used as fining agent in beer and wine;
5. **Peanuts** and products thereof;
6. **Soybeans** and products thereof, except:
 - (a) fully refined soybean oil and fat (1);

- (b) natural mixed tocopherols (E306), natural D-alpha tocopherol, natural D-alpha tocopherol acetate, and natural D-alpha tocopherol succinate from soybean sources;
 - (c) vegetable oils derived phytosterols and phytosterol esters from soybean sources;
 - (d) plant stanol ester produced from vegetable oil sterols from soybean sources;
7. **Milk** and products thereof (including lactose), except:
 - (a) whey used for making alcoholic distillates including ethyl alcohol of agricultural origin;
 - (b) lactitol;
 8. **Nuts**, namely: almonds (*Amygdalus communis* L.), hazelnuts (*Corylus avellana*), walnuts (*Juglans regia*), cashews (*Anacardium occidentale*), pecan nuts (*Carya illinoensis* (Wangenh.) K. Koch), Brazil nuts (*Bertholletia excelsa*), pistachio nuts (*Pistacia vera*), macadamia or Queensland nuts (*Macadamia ternifolia*), and products thereof, except for nuts used for making alcoholic distillates including ethyl alcohol of agricultural origin;
 9. **Celery** and products thereof;
 10. **Mustard** and products thereof;
 11. **Sesame seeds** and products thereof;
 12. **Sulphur dioxide and sulphites** at concentrations of more than 10 mg/kg or 10 mg/litre in terms of the total SO₂ which are to be calculated for products as proposed ready for consumption or as reconstituted according to the instructions of the manufacturers;
 13. **Lupin** and products thereof;
 14. **Molluscs** and products thereof. EN 22.11.2011

Official Journal of the European Union L 304/43

(1) And the products thereof, in so far as the process that they have undergone is not likely to increase the level of allergenicity assessed by the Authority for the relevant product from which they originated.

Food & Hygiene Policy

Introduction

Grafton Childcare believes that the effective management of food safety relies heavily on having effective policies for the safe preparation, storage and handling of food. Attention to high standards of management of food services, food handlers' education and good hygiene practice are therefore essential.

A food handler is anyone involved in the handling or preparation of food and beverages. Therefore, this policy applies to all Cooks, Teachers and Nursery Nurses, within Grafton Childcare and covers all aspects of food service as delivered by Grafton Childcare.

This policy should be read in conjunction with other existing Grafton Childcare policies. All staff have a duty to adhere to this and Grafton Childcare's other policies from time to time in force, including but not limited to Grafton Childcare's Health and Safety, Fire Safety and Equal Opportunities Policies.

This policy aims to ensure that employees' workforce conduct is of a high standard and in accordance with the standard required by the Food Safety Act 1990 and the Food Hygiene (England) Regulations 2006.

Food Handling and Transport

- It is the employee's responsibility to ensure that all food handled by that employee is washed before use.
- The Manager, Cook and each employee must ensure that food temperatures are checked on dispatch and on receipt to ensure microbiological food safety.
- If, according to an employee, a supplier is not handling the delivered food safety, the employee must notify the Manager.
- Should any of Grafton Childcare's vehicles and or containers be used for the transportation of anything other than food, the Manager and Cook must ensure that Grafton Childcare's vehicles are cleaned to Grafton Childcare's standards to avoid food contamination.
- A nominated member of staff must check expiry dates on any stored foods regularly. The Manager and Cook are responsible for ensuring that any food found to be out of date is discarded.
- All staff are required to follow any storage instructions on food packaging.
- All staff are obliged to use food from storage on a first in/first out basis.
- All dried foods should be stored off the floor in sealed containers to avoid potential contamination by pests.

Equipment and Premises

- Each employee is required to make sure that the necessary equipment (including uniforms and personal protective equipment) and services are available to enable good hygiene practice to be followed at all times. Should any of the necessary equipment be missing or damaged it is each employee's duty to notify the Manager.

- It is the managers and each employees responsibility to keep all equipment in good order, repair and condition.
- All equipment that comes into contact with food needs to be cleaned to minimise the risk of cross-contamination. Employees are required to clean the food blender according to Grafton childcare's quid lines after each use.
- The nursery Nurse, the Cook and Manager shall ensure that all premises and equipment used for the preparation, serving or storage of food shall be in an appropriate sanitary state, in good repair and condition.
- The Nursery Teacher and Senior Nursery Nurses are responsible for making sure that the washbasins for hand cleaning have hot and cold running water, soap and drying material in place at all times. If any employee becomes aware that the supply of hot and cold water, cleaning products, soap and or drying materials are not available, he/she must immediately notify the Nursery Teacher and or Senior Nursery Nurse or in their absence the Manager.
- The manager is responsible for monitoring the effectiveness of the ventilation in the premises.

Cross-contamination of Foods

Cross-contamination of foods is top be avoided at all times as it is a common cause of food poisoning. Cross-contamination can occur when bacteria are spread from one item to another, for instance, bacteria on a piece of raw chicken could be spread via cooking utensils or hands to another foodstuff. Employees must do the following at all times to avoid cross-contamination:

- At all times, food handlers are obliged to keep raw meat and poultry and ready-to-eat foods separate.
- Employees must thoroughly wash their hands every time after handling raw meat and poultry.
- Employees preparing food are also responsible for cleaning work surfaces and cutting equipment (including knives and chopping boards) before and after preparing raw meat and poultry. When preparing raw meat and pouty, staff are required to use separate chopping boards and knives.
- It is the responsibility of each employee to make sure that raw meat and poultry and ready to eat food are soared separately in the fridge. Raw meat and poultry should always be refrigerated below ready-to-eat foods.

Temperature Control

Chilled Food

Chilling Food can help prevent harmful bacteria growth so it is crucial that certain foods are kept at or below a particular temperature. All employees have a responsibility to ensure that they do not break the cold chain. All employees must observe the following in order to preserve the cold chain at all times.

- All cold foods must be kept at 8°C or below. This is a legal requirement. The Cook, must check that the fridge temperature is cold enough at regular intervals and record the temperature.
- When food is being displayed or served it may not always be possible for the food to be chilled at below 8°C, therefore it is possible to keep the food at above 8°C but this can only happen for a maximum period of 4 hours and can only happen once. If some food is left after this period of time has elapsed then the food must either be thrown away or it must be chilled at 8°C or below and kept chilled at this temperature.
- Employees are required to put any chilled food into a fridge straight away.
- Employees must ensure that chilled food is kept out of the fridge for the shortest time possible.

Cooking Food

It is equally important to ensure that all cooked food is cooked properly, for the correct amount of time and at the required temperature. It is important to ensure that all cooked food is piping hot all the way through. Most foods need to be cooked thoroughly all the way through and most meat products should not be served rare or have pink meat inside, especially foods such as chicken and meats that have been rolled or minced such as sausages and burgers, because bacteria could be inside these products. In order that foods are cooked safely and hygienically all employees must comply with the following:

- It is a legal requirement that all cooked food that is kept hot for any reason should be maintained at a temperature of 63°C or above.
- When food is being displayed or served it may not always be possible for the food to be kept at 63°C or above, therefore it is possible to keep the food below 63°C but this can only happen for a maximum period of 2 hours and can only happen once. If some food is left after this period of time has elapsed then the food must either be thrown away or it must be chilled at 8°C or below and kept chilled at this temperature until it is used.
- The Cook must manage a food temperature control checklist by carrying out temperature checks throughout the entire food chain (from delivery to consumption).
- If food has been cooked and needs to be cooled this should be done as quickly as possible and the food should then be refrigerated straight away.
- It is the duty of all employees to regularly check that the fridge/freezer is keeping the right temperature and to report any faults to the manager immediately.

Refrigerators

- All staff should ensure that all food storing refrigerators are used for food storage ONLY.
- The Cook, must check and record the temperatures of the fridge/freezer each morning and lunchtime, and ensure that the temperature in the fridge/ freezer is kept between 1°C - 5°C.
- The Cook is responsible for ensuring that the following controls are maintained:
 1. The refrigerator is cleaned daily and as spills occur
 2. The door seals are regularly checked; and
 3. The refrigerator is defrosted when required.

- The Cook is responsible for ensuring that the following rules are applied when storing food in a refrigerator:
 1. High risk foods should be stored between 0°C - 4°C.
 2. Fresh meat, poultry and fish should be stored between 0°C - 1°C.
 3. Frozen foods to be stored at or below -18°C.; and
 4. Cook-chill products to be stored at 3°C. or below.

High Risk foods are: foods which, under certain conditions provide a supportive environment in which pathogenic bacteria can easily multiply and these foods are normally eaten without treatment that would destroy such bacteria. foods within this definition include: all cooked meats and poultry; cooked meat products including gravy and stock; milk; cream; artificial cream, custard and dairy produce; cooked eggs and products made with eggs (does not include pastries or cakes); shellfish and other seafood and cooked rice.

Food Handling Staff

- All staff who handle food, drinks and snacks must take all reasonable, practical steps to avoid the risk of contamination of food or ingredients.
- On arrival at work, all food handlers must:
 1. Wash their hands
 2. Tie up long or shoulder length hair
 3. Cover cut, boils and sores with a clean, coloured waterproof dressing.
- All food handlers are required to wash their hands before and after contact with food, after a break, after smoking or eating, after going to the toilet, after emptying a rubbish bin, after blowing their nose and after cleaning. Hands must be washed properly using soap and running water and then dried thoroughly.
- Food handlers with small cuts must cover them with a coloured waterproof dressing.
- Staff will not, while on duty, bite nails, smoke in a food preparation and service area.
- In food preparation areas long hair must be tied securely back from the face.
- Food handlers' finger nails must be kept short and clean.
- If food handling staff notice any lack of disrepair of adequate sanitary and hand-washing facilities, including a supply of soap and towels and or clean towels for hand drying, they must immediately notify the Manager or Cook.
- The Manager must ensure that food handlers receive adequate supervision, instruction and training in food hygiene.
- The Cook is responsible for ensuring maintenance of day-to-day standard of hygiene in the kitchen. It is the responsibility of the manager to ensure that staff attend training sessions on food related subjects.
- All employees handling food will receive in house food hygiene training. All food handlers must attend food hygiene training and the Manager must ensure that their attendance is recorded.
- Failure to comply with the required standards of personal hygiene and practice may result in disciplinary action.
- Any staff that have symptoms of diarrhoea and or vomiting are strictly prohibited from handling food and entering any food preparation area. This restriction applies until at least 48 hours have elapsed without any symptoms.

Occupational Health

- It is the responsibility of each employee to notify the manager of any condition which compromises their ability to conform to Grafton Childcare's hygiene requirements.
- Any member of staff who becomes ill whilst handling food should stop work immediately and report to the Manager.
- All food handlers must be medically fit in order to handle food and maintain a high level of personal cleanliness. Anyone suffering from or likely to be carrying a food transmissible illness, an infected wound, a skin infection, sores or diarrhoea, vomiting is not allowed to work in the food handling area.
- Any food handler who is suffering from any of the symptoms or diseases mentioned above, must immediately notify the Manager and explain the possible cause of those symptoms. Food handling staff suffering from diarrhoea or vomiting are not permitted to return to work until they have been free of symptoms for at least 48 hours.
- Staff who have come into contact with any infectious disease outside of work must report this to the Manger.

Accidents and Dangerous Occurrences

- All staff must notify the Manger in writing on the happening of any serious accidents or dangerous occurrences, using Grafton Childcare's Accident Reporting Booklets.
- Suspected outbreaks of food related illness must be reported immediately to the Manager.

Knife Handling

All staff are strictly prohibited from:

- Leaving loose knives on surfaces from which they could be accidentally pushed off;
 - Trying to grip or catch a falling knife;
 - Using a knife instead of a can-opener;
 - Carrying other objects at the same time as handling a knife or knives;
 - Carrying knives in pockets; and
 - En gaging in horseplay involving knives.
- Each member of staff has a responsibility to ensure that they act safely when handling knives.
 - each member of staff must use the appropriate knife for each task and always cut on a firm surface.
 - Staff must always carry knives pointing downwards and wear protective clothing where necessary. All staff members must exercise extreme caution when washing up knives.
 - The Cook has to ensure that knives are always securely stored and kept sharp.

Disposal of Waste

- Waste/refuse should not be allowed to accumulate in the kitchen or be left overnight.
- Staff must remove food waste from kitchens where food is present as soon as possible or at the end of each day to prevent its build up.
- Staff must store food waste in our Green Food Waste containers, staff who wash the dishes at the end of each meal are responsible for ensuring the containers are maintained in a clean condition and emptied and washed daily. All staff are required to immediately notify the Manager if the refuse containers are broken, damaged or missing.
- Staff are prohibited from using containers used for the storage of food for any type of refuse.
- All staff are responsible for notifying the manager if any animals, pests or insects are detected in any waste storing facilities. All staff have a duty to keep the doors leading to the waste storage areas closed when not in use.

Safe Handling of Broken Glass

- All broken glass must be cleared up at the earliest opportunity.
- When clearing up broken glass, staff should use heavy-duty gloves to protect themselves. A dustpan and brush must be used to collect the pieces of glass before mopping up any liquid spillage.

Cleaning

- It is the responsibility of all individuals concerned with the management, production and service of food to ensure that food handling premises are maintained to the highest possible standards as determined by the food Safety Act 1990.
- Staff must keep all food preparation areas, storage areas and serving areas clean.
- It is the responsibility of each staff member to ensure that all food preparation tools, surfaces and equipment that they use are cleaned regularly during the food preparation process and in particular that they are cleared between different tasks.
- Grafton Childcare will provide suitable washing facilities in order to wash and clean all crockery and utensils used in food production and handling. each employee should immediately notify their Manager in the event that such facilities are not available or not working properly.
- Where appropriate, Grafton Childcare is responsible for providing food washing facilities with an adequate supply of hot and cold water. all staff must ensure that all those facilities are kept clean and disinfected.
- Each employee is responsible for cleaning as he/she goes. this means that any spill has to be cleaned up immediately. all surfaces and equipment which come into contact with food must be thoroughly cleared every day. In addition, surface which come into contact with cooked food (for example, chopping boards, utensils and food blenders) should be cleaned regularly.
- When cleaning, each employee must ensure he/she is using the correct cleaning products and is correctly following the manufacturer's instructions.
- Equipment which has been used for raw foods must never be used for cooked food unless it has been thoroughly cleaned and disinfected.

- All staff are required to thoroughly wash their hands before and after contact with food, after a break, after going to the toilet and after cleaning. hands must be washed properly using soap and running water and then dried thoroughly.

Hygiene Policy

Introduction

Grafton Childcare aims to provide both children and staff with a clean and hygienic environment and wherever possible Grafton Childcare seeks to prevent the spread of infection. This policy has been created in order to help fulfil these aims.

Personal Hygiene

Staff members should endeavour to promote good hygiene and prevent the spread of infection within the working environment at all teams and in accordance with this all staff are required to:

- Encourage each child to shield their mouth when coughing or sneezing;
- Grafton Childcare will provide a large box of tissues at all times. staff should encourage the children to wipe their own noses when necessary and wash their own hands afterwards;
- Dispose of any used tissues hygienically in the clinical waste bin;
- Prevent children with piercings (such as pierced ears) from trying on or sharing each others' body jewellery;
- Prevent children from sharing cutlery, toothbrushes or any other personal care items;
- Ensure that all children wash their hands properly after using the toilet and ensure that children are routinely supervised to do so;
- Use hot water and soap or antibacterial gel when dealing with any child's bodily fluids;
- Ensure that children wash their own hands thoroughly after coming into contact with any bodily fluids;
- Ensure that appropriate soap and drying facilities are available to the children at all times;
- Encourage children to flush the toilet after use and to tell a member of staff if they have had a toileting accident; and
- Thoroughly wash their own hands after using the toilet or coming into contact with any waste materials using hot water and soap.

Nappy Changing

- Staff are obliged to wear protective disposable gloves when changing nappies or soiled clothing.
- On completion of each nappy change staff will thoroughly clean and disinfect all nappy changing surfaces.
- Spare clothing for children is provided by parents for use when needed. The Nursery Teacher or Senior Nursery Nurse must ensure that at the start of each day there are plastic bags available for staff to wrap up any soiled garments in.
- Wrapped soiled garments should be handed to parent/guardian/carer of the relevant child upon collection.
- the parent/guardian/carer is strictly required to receive the soiled garments and take them away from the premises on the same day the accident occurred. in cases where the parent/guardian/carer refuses to take away the wrapped soiled garments, the

staff will dispose of them directly into the clinical waste bin in a yellow clinical waste bag.

HIV and Other Blood Transferred Infections

- Any spills of bodily fluids (blood, vomit, excrement) must be immediately cleaned up and any surfaces in contact with the bodily fluids must be thoroughly disinfected and all used gloves must be disposed of hygienically and cloths placed in the designated storage bins beneath the changing table until they can be washed. Staff must always wear disposable gloves to do so.
- Affected surfaces must be disinfected using Milton fluid. Appropriate disposable gloves and disinfection products are stored beside the changing table.
- It is the responsibility of the Senior Management Team to ensure that all staff understand how infections, including HIV, can be spread.

Illnesses

- Any child suffering from a severe viral or bacterial infection must not attend. See our full illness and Medication Policies for full details.
- If any child or member of staff is vomiting or has diarrhoea they must not attend until 48 hours has lapsed since the last occurrence.
- The Manager, Nursery Teacher, Senior Nursery Nurse and or child's Key Worker has the right and responsibility not to allow a child that does not feel well enough to attend.
- If a child is required to take medication (including inhalers) for an on going medical condition that parents/carers are obliged to provide the staff with written permission, instruction and demonstration for the administering of the medication. Staff must always wash hands before and after administering any medication.
- Should any staff member have children who are unwell, that staff member is prohibited from bringing their child/children into the work environment.
- Staff are responsible for covering both their own and the children's cuts or open sores with a plaster.

Accidents

- The Nursery Teacher and Senior Nursery Nurse must ensure that the first aid boxes are kept clean and replenished. All sterile items need to be in sealed packaging. Staff have an obligation to notify the Nursery Teacher or Senior Nursery Nurse when they use any items from the first aid box so that the items used can be replaced accordingly.
- Accident Record Books are kept in the dining room and all accidents must be recorded in them. Each accident record must be signed by the relevant member of staff and the parent/guardian/carer.
- A bruise, mark or existing injury that occurred while the child was at home also needs to be recorded in the Accident Book if the parent has failed to record it themselves on an Existing Injury forms in their child's Daily Diary or Communication Booklet and countersigned by a member of staff and the parent/guardian/carer.

- Only level three qualified staff who also hold a current 1st Aid certificate may administer first aid.

Food Handling

- Grafton Childcare aims to comply with food hygiene legislation.
- All staff involved in food preparation of any sort will strictly adhere to Grafton Childcare's food and Hygiene Policy.
- All staff handling food must be medically fit and maintain a high level of personal cleanliness. Anyone suffering from or likely to be carrying an illness transmissible through food, an infected wound, a skin infection, sores or diarrhoea must not work in the food handling area or serve food to children.
- If any member of staff is suffering from any of the symptoms of illness or diseases mentioned above, they need to immediately notify the manager. It is Grafton Childcare's policy that food handling staff suffering from diarrhoea or vomiting are not permitted to return to work until they have been free of symptoms for at least 48 hours.
- Staff handling food must take all reasonable, practical steps to avoid the risk of contamination of food or ingredients.
- All staff handling foods are required to wash their hands before and after contact with food. Hands must be washed properly using soap and running hot water or appropriate hand foam and then dried thoroughly.
- Staff handling food must cover small cuts with a coloured waterproof dressing.
- Adequate sanitary and hand-washing facilities should be available within the kitchen. Including a supply of soap and paper towels for hand drying. Grafton Childcare is responsible for providing equipment and facilities that enable staff to adhere to Grafton Childcare's hygiene requirements.
- Failure to comply with ergonomic standards of personal hygiene and practice may result in disciplinary action.
- It is the responsibility of the Cook to make sure that the kitchen is kept free of contamination.

Serving of Foods

- Perishable foods and drinks must be kept at appropriate temperatures.
- Staff serving food and drink must ensure that the temperature and consistency is safe for consumption.
- China or glasses that are chipped or cracked cannot be used.
- Staff must ensure that children wash hands and wear cooking aprons and not art aprons when involved in a cooking activity.
- Staff should ensure that children thoroughly wash their hands before and after eating if they have used their hands.

Cleaning

- All surfaces should be cleaned daily with an appropriate cleaner, either by food preparation staff, the Cook or the member of staff on rota for cleaning that day as designed by Grafton Childcare

- All toilets should be cleaned daily with an appropriate cleaner, as required as well as by the member of staff on rota for cleaning that day as designed by Grafton Childcare.

Smoking

- Grafton Childcare complies with the Smoke Free Regulations 2007, no member of staff, student or volunteer may smoke on the premises or within the grounds of Grafton Childcare.

General

- Staff should inform the Manager of any concerns they may have in connection with the implementation of this policy and general hygiene within the childcare environment.

Maternity Policy

Introduction

It is the policy of Grafton Childcare to ensure that, as far as possible, employees are able to combine their career and family responsibilities. Grafton Childcare recognises that parenthood brings additional responsibilities. Grafton Childcare value the contributions of our female staff and every effort is made to encourage women to return work from Leave.

This maternity Policy sets out the statutory rights and responsibilities of employees who are pregnant or have recently given birth. Grafton Childcare implements the maternity rights set down in legislation.

The following abbreviations are used in this maternity Policy:

- EWC - Expected Week of Childbirth, means the week starting on a Sunday, in which the employee's doctor or midwife expects her to give birth.
- QW - Qualifying Week means the 15th week before the EWC.

Time off for Antenatal Care

Once an employee has advised the Manager that she is pregnant, she is entitled to take reasonable paid time off too attend antenatal appointments made on the advice of her doctor, midwife or health visitor. Antenatal care may include relaxation and parent craft classes. This right applies irrespective of length of service.

Notification of Pregnancy

On becoming pregnant, an employee should notify the Manager as soon as she feels able to do so. This is important because there are health and safety considerations for the employee and Grafton Childcare.

By the end of the Qualifying Week, or as soon as reasonably practicable afterwards, the employee is required to provide the following information in writing to Grafton Childcare:

- That she is pregnant;
- Her EWC;
- The date on which she intends to start her maternity leave.

The employee must also provide the Manager with a MAT B1 form. The form must have either the doctor's name and address or the midwife's name and registration number on it. The MAT B1 form confirms the employee's EWC.

The employee is permitted to bring forward her maternity leave start date, provided she advises Grafton Childcare in writing at least 28 days before the new start date or, if that is not possible, as soon as reasonably practicable. the employee may also postpone her maternity leave start date, provided she advises Grafton Childcare in writing at least 28 days before the original proposed start date or, if that is not possible, as soon as is reasonably practicable.

Grafton Childcare will formally respond in writing to the employee's notification of her leave plans with 28 days, confirming the date on which she is expected to return to work if she takes her full 52-week entitlement to maternity leave.

Provision

Maternity Leave Period - Ordinary Maternity Leave

All pregnant employees are entitled to a maximum of 26 weeks' Ordinary Maternity Leave ("OML") and 26 weeks Additional Maternity Leave ("AML"), making a total of 52 weeks. For 39 weeks of this 52-week period, employees are also entitled to receive Statutory Maternity Pay ("SMP") or Maternity Allowance ("MA"), if not entitled to SMP. Both are detailed later in this policy.

Maternity leave should normally commence no earlier than 11 weeks before the EWC, unless the child is born prematurely before that date.

Maternity leave will start on whichever date is the earliest of:

- The employee's chosen start date;
- The day after the employee gives birth; or
- The day after any day on which the employee is absent for a pregnancy-related reason in the four weeks before the EWC.

The law obliges all employees to take a minimum of two weeks compulsory maternity leave immediately after the birth of the child.

Rights During OML Period

The employee will continue to benefit from all of the rights conferred by her Terms and Conditions of Employment, except for the right to remuneration.

The whole period of absence for OML counts for seniority and pension purposes.

Prior to commencement of Maternity Leave the employee will be informed of the arrangements for covering her work and for remaining in contact whilst she is on leave. As far as possible, such arrangement will be finalised in consultation with the employee herself. If she has staff reporting to her, she will be involved in all decisions relating to the temporary reporting arrangements to cover her Maternity Leave.

In addition staff on Maternity Leave will usually remain on circulation lists for internal memoranda and other documents and will be included in invitations to work-related social events as though they were still at work. Where the employee has executive, managerial, supervisory responsibilities we will try to ensure that she is given the opportunity for consultation about such decisions taken in her absence.

Right to return to Work Following OML

The employee will be entitled to return to the job in which she was employed before her absence on terms and conditions not less favourable than those which would have applied if she had not been absent.

The employee does not have to give notice to return unless she wishes to return early; in which case she must give 8 weeks' notice to the Manager. If the employee fails to give the requisite notice, we reserve the right to postpone her return so as to obtain a maximum of 8 weeks' notice.

Additional Maternity Leave

The employee is also entitled to Additional Maternity Leave ("AML"). AML allows the employee up to a further 26 weeks' maternity leave after the end of OML. AML must run immediately and continuously from the end of OML.

The whole period of absence for AML counts for seniority and pension purposes. The employee's contract of employment continues to subsist throughout the period of AML, and the employee will benefit from all of the rights conferred by her Terms and Conditions of Employment, except for the right to remuneration.

Right to Return to Work After AML

The employee is entitled to return after AML to the same job or, if it is not reasonably practicable, to a suitable alternative role. The terms and conditions of such employment will be no less favourable than would have applied if she had not been absent.

The employee is required to give no notice of her intention to return if she returns at the end of the 26-week period of AML but must give 8 weeks' notice of an intention to return early. This notice should be given in writing. If the employee fails to give the requisite notice, we reserve the right to postpone her return so as to obtain a maximum of 8 weeks' notice.

Throughout Both OML and AML, the Employee:

- Retains the right to notice, right to redundancy pay, access to disciplinary and grievance procedures and the employer's implied obligation of trust and confidence; and
- Remains bound by the implied obligation of good faith and any express terms about termination, disclosure of confidential information, acceptance of gift and her participation in any business.

Holiday During Maternity Leave

As stated above, the employee's contract of employment remains in force during OML and AML for all purposes except remuneration. Therefore, both statutory and contractual annual holiday entitlement continue to accrue in the normal way during maternity leave.

Prior to the commencement of maternity leave, the employee's Manager will discuss the timing of the employee's holiday in relation to her forthcoming maternity leave. Grafton Childcare may:

- Require the employee to use all her outstanding holiday entitlement before starting maternity leave;
- Agree that the employee may carry the holiday forward and take it on her return to work after maternity leave.

On the employee's return to work during the next holiday year, the employee will be able to take her full annual leave entitlement in the usual way in accordance with Grafton Childcare's annual leave policy.

Work and Contact During Maternity Leave

- Grafton Childcare reserves the right to keep reasonable contact with the employee during her Maternity Leave. This may be to discuss the employee's plans for return to work or to update her on developments at work during her absence.
- Except during the first two weeks after childbirth, the employee can agree to work for Grafton Childcare (or attend training) during her Maternity Leave on a "keeping-in-touch" ("KIT") day without bringing her maternity Leave to an end or losing her SMP. The employee may work up to a total of 10 KIT days during her Maternity Leave.
- During the Maternity Leave period, Grafton Childcare has no right to require the employee to carry out any work and the employee does not have the right to undertake any work.
- Work undertaken on a KIT day may include training or other events and is not limited to the normal job performed by the employee. If the employee wishes to work on a KIT day this must be agreed with us.
- Before working on a KIT day, the amount of pay that the employee will receive for working on that day must be agreed, as must the weekly pay for a week during which the employee works on a KIT day. Payment cannot be lower than the weekly rate of SMP to which the employee is entitled.
- The total Maternity Leave period will be unaffected whether the employee works on a KIT day or not
- Once the KIT days have been used up, the employee will lose a week's SMP for any week in which she agrees to work for Grafton Childcare.

Statutory Maternity Pay

An employee will be entitled to SMP if she fulfils the following criteria:

- She is still pregnant 11 weeks before the start of the EWC, or has already given birth;
- She has given 28 days' notice of her maternity leave (unless with good reason);
- She has provided medical evidence with a form (MAT B1);
- She has been employed continuously for 26 weeks up to and including her Qualifying Week (the 15th week before the EWC); and

- Her average weekly earnings are at least equal to the lower earnings limit for National Insurance (NI) purposes in the relevant period.

Eligible employees will be entitled to SMP for a period of 39 weeks at the following rate:

- For the first 6 weeks, at the rate of 90 percent of normal weekly earnings; and
- For the remaining 33 weeks, either 90 percent of normal weekly earnings or the standard rate of SMP, whichever of these is lower. SMP is paid at a rate set by the Government for the relevant tax year.

Employees who are not eligible for SMP may be entitled to claim Maternity Allowance (MA), which is payable directly by the Government. An employee who is not entitled to SMP will be given a form SMP1 to allow her to make a claim for MA.

Meeting with Grafton Childcare

Preliminary Meeting

As soon as practicable after notifying Grafton Childcare of her pregnancy, we will arrange for a meeting between the employee and the Manager. This will be an informal interview the purpose of which will be to ensure that:

- She has been informed and understands her rights regarding OML and AML, and particularly the need to give appropriate notice.
- She is aware of her entitlements to pay for OML and AML.
- She is given an opportunity to discuss any health and safety concerns.
- She will be provided with Grafton Childcare's "New and Expectant Mother Workplace Risk Assessment" Form

Subsequent Meetings

Grafton Childcare recognises that up to one year away from work is a significant period of time and therefore aims to ensure that an employee's return to work after maternity leave is as easy as possible.

At least one month before the employee is due to return to work, she will be invited for an informal meeting with the manager in order to provide an opportunity for discussion of any material points concerning her return to work. These include:

- Updating her on developments at work
- Considering whether any re-training needs have arisen either because of staleness or new technical or other developments. It is our aim to ensure that an employee's Maternity Leave does not put her at a disadvantage in relation to skills or other training needs.
- Providing her with the opportunity of indicating whether she wishes to be considered for flexible working.
- Considering whether she would like to avail herself of the opportunity for taking a career break

- The interview will also provide an opportunity to discuss and explain any necessary and unavoidable changes to the employee's work.

Returning to Work

Before going on maternity leave, Grafton Childcare will have advised the employee of the date on which she is expected to return to work if she takes her full entitlement to OML and AML. the employee is expected to return on that date unless she advises Grafton Childcare otherwise.

If the employee wishes to return to work earlier than the expected return date, she must give Grafton Childcare at least eight weeks' notice of her date of early return.

If the employee decides not to return to work after maternity leave, she must give notice of resignation in accordance with the terms of her contract.

On the employee's first day back at work, she should arrive at her normal start time and report immediately to the Manager who will be responsible for dealing with any housekeeping matters. The Manager will also:

- Arrange a catch-up meeting to update the employee on developments which have taken place in her absence;
- Discuss the arrangements for handover of work back to the employee;
- Discuss any training needs and how they will be addressed.

Grafton Childcare will make every reasonable effort to accommodate an employee's request for a phased return to work following maternity leave in order to enable the employee to settle back into work on a gradual basis. However, the employee must have fully returned to work within two months of her return date. each such request will be dealt with on an individual basis, taking into account Grafton Childcare's business needs.

Transfer of Maternity Leave

The employee has the choice to transfer up to six months' leave to her spouse, partner, civil or cohabiting partner or to the father of the child. Further details can be obtained from the spouse's or partner's employer. The earliest date on which this leave can be transferred is 20 weeks after the date of birth or placement. and when the Mother has returned to work.

Some of the leave may be paid if the employee has not taken all the 39 weeks' paid entitlement.

Post-Maternity Leave

The opportunities for flexible working will depend on the needs of the business but we recognise that many women will be interested in reducing their working hours for a while after their return from Maternity Leave. We will make every effort to accommodate requests for part-time working and other forms of flexible work arrangements, provided that the employee's duties can still be effectively carried out on such a basis.

Where demands of the post require full-time cover, for example because of its managerial content or because of a heavy workload, then it may still be possible for two suitably matched and qualified people to carry out the duties on a job-share basis. We will review all requests for flexible working in accordance with statutory guidance and requirements and consider whether arrangements can be made to accommodate them. Employees who change to working on a part-time or job-share basis will be offered appropriately adjusted contracts of employment containing their new terms and conditions. Their continuity of employment and all related rights will be preserved.

Where a job-share arrangement which is acceptable to the job-sharers' line Manager cannot immediately be identified, the employee will nevertheless be encouraged to return to work full-time and will be offered a job-share in a suitable post as soon as one becomes available.

If an employee wishes to be considered for part time or other flexible working arrangement, she should write to the Manger setting out her proposals as soon as possible before her return date so that her request can be fully considered. Please see Grafton Childcare's flexible working policy for details of how to apply for flexible working.

Delayed Return from Maternity Leave

Employees who decide that they would prefer to postpone a return from Maternity Leave for a long-term period may qualify for Parental Leave or request a career break of up to Two Years duration.

To assist Grafton Childcare to make appropriate arrangements to cover the employee's workload, employees are requested to give as much notice as possible if they wish to take Parental Leave or request a career break. Details of these schemes will be provided upon request.

Breast Feeding

Employees who are breastfeeding or who have recently given birth have the right to be supported and protected against any risks to their health or safety.

Grafton Childcare is dedicated to providing all possible support and facilities to employees who have returned to work after a period of maternity leave. in order to assist with this, Grafton Childcare provides a bedroom for new others. Employees can use this rest took to:

- Breastfeed or bottle-feed their babies - sterilising equipment, heating facilities for bottled milk and a refrigerator are provided in the kitchen; and
- Express milk

The rest room is located in the master bedroom of Grafton Childcare.

Flexible Working Policy

Introduction

The employment Act 2002 introduced the right for parents of children under the age of 6 (or 18 if disabled) to apply to work flexibly. this right was extended in April 2007 to include the carers of certain adults. from 6th April 2009, the Flexible Working (Eligibility, Complaints and Remedies) (Amendment) Regulations 2009 extend the right to request flexible working to parents of children under the age of 17. Consequently, Grafton Childcare has a duty to seriously consider any such applications.

However, grafton Childcare understands that other members of staff may have commitments and needs that would benefit from the opportunity to work flexibly, and in keeping with our commitment to equal opportunities and desire to support our employees the option of applying to work flexibly is extended to all Grafton Childcare staff.

Aims of the Policy

- To ensure that staff are made aware of the right to apply, and the requirements for flexible working, in order that eligible staff are able to maintain a better work life balance; and
- To ensure that Grafton Childcare complies with all of its obligations imposed by law, and that all applications to work flexibly are dealt with fairly and consistently.

Provision

All; employees are eligible to apply to work flexibly whether they have care commitments or not if they meet the following criteria:

- Be an employee who has worked for Grafton Childcare continuously for a least 6 months; and
- Not made a successful application to work flexibly in the preceding 12 months.

Eligible employees will be able to apply to either change the hours that they work or the periods of time that they work as follows:

- Part Time work
- Flexitime
- Job-Sharing
- Term-Time Working

Employees who would like more information on any of the options above should speak to the Manager.

Procedure

An employee who wishes to apply to work flexibly must do so in writing to the Manager including the following information:

- A statement that it is being made under the employee's statutory right to apply for flexible working;
- The employee's reason for making the application;
- The employee's proposed flexible working plan, and an explanation of what effect the employee thinks it will have on Grafton Childcare's business and how it can be dealt with;
- A start date for the proposed change which allows reasonable time for Grafton Childcare to consider and implement the proposal; and
- The date on which the application is made and the dates and results of any previous application to work flexibly.

The Manager will arrange a meeting with the employee to discuss the request within 28 days, which the employee may bring a work colleague to if they wish.

The employee will be notified of the decision within 14 days of the date of the meeting. this notification will either;

- Accept the request and confirm the start date as well as any other action; or
- Confirm a compromise agreed at the meeting; or
- Reject the request and give clear business reasons for doing so together with details of the appeals process.

Grafton Childcare will only refuse a valid request to work flexibly on one or more of the following grounds:

- The burden of additional costs;
- Detrimental effect on ability to meet customer demand;
- Inability to reorganise work among existing staff;
- Inability to recruit additional staff;
- Detrimental impact on quality;
- Detrimental impact on performance;
- Insufficiency of work during the periods the employee proposes to work; or
- Planned structural changes.

Appeals

Employees have the right to appeal a refusal of a request to work flexibly. An employee who wishes to appeal should do so in writing to the manager within 14 days of being notified of the refusal.

The employee will be notified of the appeal date which must be within 14 days of Grafton Childcare receiving the employee's appeal. The employee is entitled to be accompanied by a work colleague if they wish.

The employee will be notified of the appeal decision within 14 days of the appeal meeting. the notification will either:

- Uphold the appeal, specify the agreed variation and start date; or
- Dismiss the appeal, state the grounds for the decision and contain a sufficient explanation of the refusal.

The appeal decision is final.

Promoting British Values Policy

Introduction

The Prevent Duty Guidance for England and Wales March 2015, introduced guidance for specified authorities in England and Wales on the duty in the Counter-Terrorism and Security Act 2015 to have due regard to the need to prevent people from being drawn into terrorism. The Government has defined extremism in the Prevent strategy as 'vocal or active opposition to fundamental British Values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs and calls for the death of members of our armed forces.'

The guidance states that all early years providers must understand the risk of radicalisation and implement the Prevent Duty effectively. This information must be shared with all staff. We must also know who to contact to raise a concern if we are worried about a child being drawn into terrorism or radicalised.

The Prevent Duty guidance identifies best practice for early years providers including early years settings on pages 10 -12 and describes ways in which we can comply. The guidance also refers to an 'explicit requirement to promote fundamental British Values as part of broader requirements relating to the quality of education and to promoting the spiritual, moral, social and cultural development of pupils'. British Values of 'democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs' must be promoted in age appropriate ways in all early years settings.

The EYFS and British Values

The Early Years Foundation Stage (EYFS) places duties on Grafton Childcare to keep children safe and promote their welfare. It makes clear that to protect children in our care we must be alert to any issues for concern in the child's life at home or elsewhere (paragraph 3.4 EYFS).

Our diagram illustrates how the EYFS supports British Values starting with the importance of the Unique Child. each child in our care will learn and engage in different ways, they will be active in their play and have their own ideas. The sensitive and warm relationships which we build with our children supports them to be strong and independent. the basis of an enabling environment is that it values all people and recognises the value of learning.

The areas of learning provide us with many opportunities to capture the values. Our children learn right from wrong, mix and share with other children and value others' views. They discover similarities and differences between themselves and others, and challenge negative attitudes and stereotypes.

The Unique Child
Characteristics of Effective Learning
Positive Relationships
Enabling Environments
Areas of Learning & Development
Safeguarding & Welfare Requirements
British Values

What's in Place?

In England schools are inspected by Ofsted against how they support children's spiritual, moral, social and cultural development (SMSC). In England the EYFS will be updated in September 2015 to reference providers' responsibilities in the light of the Prevent Duty and Ofsted will begin to include this in their inspection of settings such as Grafton Childcare.

The Early Education Funding Regulations in England have been amended to ensure that settings who fail to promote the four fundamental British Values of Democracy, the Rule of Law, Individual liberty and Mutual Respect and Tolerance for those with different faiths and beliefs do not receive funding from Local Authorities for the Free early Years Entitlement.

This is how we will be demonstrating that we are promoting British Values

Democracy	The Rule of Law	Individual Liberty	Mutual Respect & Tolerance of Different Faiths & Beliefs
Social	Moral	Spiritual	Cultural
Unique Child - recognise and model respect for each child and their family.			
PSE - self confidence and self awareness	PSE - managing feelings and behaviour	PSE - self confidence and self awareness Understanding the World - people & communities	PSE - making relationships, managing feelings and behaviour Understanding the World - people & communities
We involve the children in decision-making here at Grafton Childcare, such as decisions on food, play and rules.	We support the children in managing their feelings and behaviour. For example by providing books that show how characters help and support each other. Talking about our emotions, and using music that captures different moods.	We consider how we can support children's Personal, Social and Emotional development, in particular self confidence and self awareness.	We support the children's understanding of diversity and challenge any negative attitudes and stereotypes displayed
We teach the children that their decisions count.	We arrange visits to and from our local police, fire and ambulance services.	We allow children to take risks, for example, during outdoor play and when trying out new ideas.	We model an inclusive attitude to different faiths, cultures and beliefs.
We think about the Characteristics of Effective Learning and how children are engaged, motivated and thinking critically.	We talk about why rules are important, and consequences.	We think about the Characteristics of Effective Learning and how children are engaged, motivated and thinking	We provide many activities that encourage turn taking

We involve parents in decision-making about Grafton Childcare, by listening to feedback received and using it to improve practice.	We talk to the children about how to encourage them to resolve conflicts.	We encourage the children to recognise and celebrate success.	We provide lots of role play activities
		We plan to allow enough time for activities to be completed and discuss their outcomes.	We help the children to recognise and respect both similarities and differences.
		We encourage group discussion to talk about feelings and recognise that everyone has different opinions.	We involve the children in the wider community through fundraising for Children in Need, Comic Relief, Red Nose Day and learning about the two Children whom the setting has sponsored in the Gambia since 2010.
			We work in partnership with parents to share knowledge and experience.
			We provide resources and activities that challenge gender, cultural and racial stereotyping.

Assess the risk of children being drawn into terrorism

We will work in partnership with others to develop a shared understanding of the risk, for example, we would begin by referring to the Local Safeguarding Children Board (LSCB). Staff have attended Safeguarding Training in May 2015 at which time no advice was available from the LSCB staff other than to contact our local Multi Agency Safeguarding Hub (MASH) for advice if we had any Safeguarding or Prevent Duty concerns about a particular child and potentially make a MASH referral.

We will review our safeguarding policy again once the Devon LSCB provide us with a formal policy, advice or training and ensure that our safeguarding arrangements take into account the policies and procedures of the LSCB

Staff Behaviour Policy

We expect all our staff to behave in an exemplary way at all times. Staff who work in the provision set examples of behaviour and conduct which can be copied by the children.

Please read this policy alongside related policies in the full Staff Handbook including the Safeguarding and Child Protection Policy and Procedures of the provision which also includes our Whistleblowing Procedure and procedures for reporting concerns about a child's wellbeing or safety.

The safeguarding lead practitioner in the provision is - Mrs Denise Tupman

The safeguarding deputy is - Miss Lara Rowe

- Staff are expected to treat children with courtesy, sensitivity and respect.
- Staff must attend all safeguarding training provided by the lead practitioner and, when required, training provided by the Local Safeguarding Children Board / Local Authority.
- Staff must never give guarantees of confidentiality or secrecy to children or adults.
- Staff will be trained in how to support children with nappy changing and toileting.
- Parents should be informed that touch and physical contact is essential in order to provide sensitive, high quality care and educational provision. Physical contact is necessary in the carrying out of staff professional duties e.g cuddling a child who has hurt themselves, sitting together when reading a book, holding a baby when feeding.
- Staff must avoid using inappropriate language or actions when speaking with parents or children.
- Staff have a duty to safeguard children from: physical abuse, sexual abuse, emotional abuse and neglect and concerns must be reported to the lead practitioner immediately. Grafton Childcare's Whistleblowing Procedures must be followed if staff continue to be concerned about a child's welfare or safety.
- Photographs may only be taken with Grafton Childcare's camera and printed through our on site printer. They must not be uploaded onto the internet without permission from the safeguarding lead practitioner. Misuse of the internet will lead to disciplinary action.
- Staff must not use mobile phones during working hours, apart from when they are on a break and in an area of the provision away from the children. A staff mobile phone is provided for outings.
- If a staff member uses physical restraint to protect a child from hurting themselves or others it must be immediately reported to the safeguarding lead practitioner and recorded.
- Staff are expected to dress suitably for working with children and to be neat, clean and professional in appearance following our full uniform policy.
- Smoking and Vaping is not permitted during working hours and staff must not smell of smoke when working.
- Use of alcohol and illegal drugs or legal drugs that impact on the ability to care for children is not permitted during working hours and staff must not arrive at the setting under the influence of alcohol, illegal or prescription drugs.

- If a staff member is ill or is prescribed a new medication which might affect their suitability to work by their doctor or other medical practitioner, they must inform the safeguarding lead practitioner on their next working day or sooner if possible.
- If a staff member knows that they are or might be disqualified from working with children or disqualified by association** with another person who is disqualified from working with children, they must inform the safeguarding lead practitioner as soon as possible.
- Staff are expected to arrive on time and to complete all their daily duties before departure.
- Staff must maintain the highest possible standards of confidentiality and ensure that documentation, records and discussions remain confidential.

Appendix 1

Holiday Request Form

You have a maximum of 28 days if you work 5 days a week, 22.5 days if you work 4 days a week and 17 days if you work 3 days a week holiday for 2015, these 28/22.5/17 days include the 8 Statutory Bank Holidays on the 1st Jan, 3rd & 6th April, 4th May & 25th June, 31st August, 25th & 28th December.

Grafton Childcare will be closed from Monday 24th August and will reopen on Tuesday 1st September 2015 and again from Monday 21st December and will reopen on Monday 4th January 2016. This will leave you with a maximum of 8 Jade & Lara, 10.5 Sandra, Hollie & Zoe 5.5, Julie 8, Gary 14 days annual leave for the whole of 2015. These days must be requested and confirmed by Friday 16th January 2015 after which time any staff member who has not booked their full entitlement will have the remaining dates allocated by the Manager. A minimum of 20 (Jade & Lara) 12 (Sandra) 17 (Hollie & Zoe) 9 (Julie) 13 (Gary) days holiday must be used when Grafton Childcare is closed .

Name:					
Address					
Holiday Request	1	Date from		Date to	
Holiday Request	2	Date from		Date to	
Holiday Request	3	Date from		Date to	
Holiday Request	4	Date from		Date to	
Holiday Request	5	Date from		Date to	

(please note these dates must be inclusive)

Holidays are allocated on a longest serving employee basis first. At all times there will be minimum staffing levels that must be maintained. Please forward this form to the Manager as soon as possible to ensure requests are successful. The bottom half of this form will be returned to you as soon as holidays have been sanctioned. Unpaid leave can also be requested using this form.

The holidays you requested have been agreed, see below for confirmation.			
The holidays you requested have NOT been agreed, see below for confirmation.			

Signed:

Denise Tupman, Manager, Date:

Appendix 2

Staff Uniform and Equipment Inventory

If you abuse resources, tools, equipment or corporate clothing or fail to return any items supplied in a clean, laundered and useable condition you will be required to contribute to the cost of their repair or replacement, which will be deducted from your final salary.

When the items are returned, your Manger will check each item and sign in the adjacent column to indicate they are returned in a clean & useable condition.

Name:			
Address			
Item Description	Cost of Replacement	Number Issued	Date Items Returned
Purple Zipped Hoodie & Grafton Childcare Logos	£29.00 each	One	
Lightweight Purple Fleece with Logos	£18.00 each	One	
Lilac Polo Shirts with Grafton Childcare Logos	£16.00 each	None	
Purple Polo Shirts with Grafton Childcare Logos	£16.00 each	Five/Four/ Three	
Lilac Rugby Top with Grafton Childcare Logos	£29.00 each	None	
Purple Rugby Top with Grafton Childcare Logos	£29.00 each	Five/Four/ Three	

Issue		Return	
Date Issued		Date returned	
Issuers name	Denise Tupman	Employee's signature	
Issuer's signature		Manager's signature	
Employee Name			
Employee's signature			

Appendix 3

Annual Policy Statement Record

The Grafton Childcare's Staff Handbook/Code of Practice contains guidance for staff, apprentices and volunteers to make sure that the setting is run effectively for all children and parents at all times. Each and every member of staff, apprentice and volunteer needs to take personal responsibility for understanding and abiding by the Staff Handbook/Code of Practice as it covers all our working policies and procedures.

Name:			
Address			
Policy and Procedure	Date on which you read this policy.	Page Number of this policy?	Signature to confirm you have read and fully understand the policy
Child Safeguarding Policy			
Disqualification by Association			
Blogging and Social Networking			
Health and Safety			
Sickness Policy			
Equal Opps., Diversity & SEND			
Confidentiality Policy			
Code of Conduct, Dress Codes			
Communications Policy			
Data Protection Policy			
Holidays			
Nappy Changing Procedures			
Mobile Phones			
Use of Ladders Protocol			
Whistle Blowing			
Complaints Policy			

I confirm that I have read and understood Grafton Childcare's Staff Handbook/Code of Conduct as well as the above specific policies and that I am willing to work within their scope.

I confirm that I understand that I have a duty to ensure the health and safety of all those I come into contact with during the course of my work with Grafton Childcare.

I understand that any updates to these Policies and Procedures will be uploaded to Grafton Childcare's website onto the Staff Handbook page. www.graftonchildcare.co.uk

I understand that in the meanwhile I am able to make suggestions for improvements or revisions to the Manager of Grafton Childcare for consideration at any time.

Employee's signature		Date	
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Appendix 4

Grafton Childcare's - SMART Tasks

SMART stands for Specific, Measurable, Agreed, Realistic and Time-bound. This form can be used independently of the Staff Appraisal forms to help managers and staff to manage their time, and achieve tasks by setting and recording objectives.

Employee Name:		Department:	
Position:		Date:	

To develop your own role in Grafton Childcare for your own CPD and the benefit of the setting.							
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Comments/Actions:

Appendix 4

Skill or Ability Area	Specific Task / Objective	Measures (Standards and Parameters)	Agreed	Realistic	Start Date	End Date
<p>Comments/Actions:</p>						

Employee Name:	
Signature:	
Date:	
Appraiser Name:	
Signature:	
Date:	

Staff Accident, Incident or Physical Intervention, Or First Aid Treatment Record Sheet

Please circle to indicate which event this sheet is being used for.

Name of Registered Childcarer providing childcare

Grafton Childcare

Name of staff member

Date of Incident/s

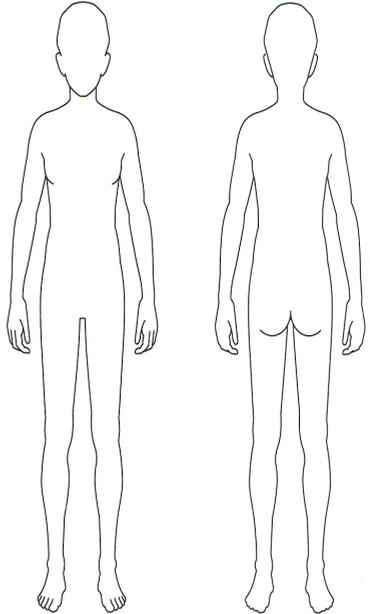
Time of Incident/s

Description of Circumstances Leading to the Accident/Incident/Intervention/Injury

Record of Injury & Action Taken or First Aid Treatment Given:

FRONT

BACK



Signed by Staff Member

Date

Signed by Staff Witness

Date

Health, Safety and Environment Induction Checklist

(for new staff, students and volunteers)

Name of New Employee, Student or Volunteer:	
Address:	
Date Issued:	Date Completed:
<p>It is very important that new employees, students and volunteers do not simply slot into their roles without being specifically informed of the Health and Safety procedures associated with their roles and workplace. This Health and Safety Induction Checklist is designed to assist Grafton Childcare in carrying out workplace specific health and safety induction the Manager is responsible for ensuring that the employee, student or volunteer receives adequate health and safety induction.</p> <p>However the task of going through the checklist with the employee, student or volunteer can be delegated to a competent member of the team. Employees, students and volunteers can also find out much of the information themselves by simply taking the time to read Grafton Childcare's Health and Safety Policy which is found in Grafton Childcare full Staff Handbook & Code of Conduct, which you will be issued with on your first day at Grafton Childcare.</p> <p>Initial induction should to be completed within the first two weeks of starting work. Emergency procedures should be covered on the first day. When induction H, S & E training is completed, the relevant box(es) should be ticked. For items not covered, comments should be recorded giving reasons and date for completion. On completion, the new starter and person providing the induction should both sign the form and keep a copy.</p> <p>In addition to the notes provided here, on line information for new starters is available on the Grafton Childcare's web site:</p> <ul style="list-style-type: none"> • Staff Handbook http://www.graftonchildcare.co.uk/?page_id=1345 	

On or Before The First day

1. Health and Safety Policy & Safeguarding Information	Yes	No	Comments
1. Provided with a copy of Grafton Childcare's <i>Health and Safety Policy</i> , explaining the expectations for safety.			Available on page 18 of the Staff Handbook Available between pages 37 & 49 the Staff Handbook Available between pages 44 & 45 the Staff Handbook
2. Provided with a copy of Grafton Childcare's <i>full Safeguarding Policy</i> , explaining the expectations for safeguarding.			
3. Provided with a copy of Grafton Childcare's <i>full Whistle Blowing Policy</i> , explaining the expectations for Whistle Blowing.			
2. Emergencies, Fire and First Aid	Yes	No	Comments
1. Explain what to do if they discover a fire or hear the fire alarm, including the need to evacuate immediately, where the nearest fire escape routes/exits are, and assembly point.			All new starters must read the Fire Procedures available page 27 of the Staff Handbook

Appendix 6 Health & Safety Induction Checklist

117

2.	Explain where the fire extinguishers & fire blankets are, what type of fires they are for, & how to obtain training in how to use them.			
3.	Explain when and how to call the emergency services (fire/ police/ ambulance).			Read pages 26 & 27 of the Staff Handbook

4.	Point out the location of the nearest first aid box, and who Grafton Childcare's First Aiders are.			Read pages 21 & 23 of the Staff Handbook
3. Welfare Facilities		Yes	No	Comments
1.	Point out the location of the toilets, washing facilities, kitchen & rest areas, coat hooks etc (as appropriate).			

First week

4. Accidents and Hazard Reporting		Yes	No	Comments
1.	Explain the incident / accident reporting procedure (accidents/incidents/near misses).			Read pages 20 & 21 of the Staff Handbook
5. Workplace health and safety		Yes	No	Comments
2.	Discuss the following issues with the new starter, where these are appropriate to their work:			Read pages 18 to 36 of the Staff Handbook
	<ul style="list-style-type: none"> General workplace, health & safety (housekeeping, safe storage, unsupervised working etc). 			
	<ul style="list-style-type: none"> Electrical safety, including pre-use checks of portable appliances, etc. 			Read page 25 of the Staff Handbook
	<ul style="list-style-type: none"> Travel on Grafton Childcare's business, including driving safety & the need to have insurance for driving on business. 			Read page 24 & 25 of the Staff Handbook

Before starting specific work activities

7. Risk assessments and Safe Systems of Work		Yes	No	Comments
1.	If the work of the new starter involves a significant amount of DSE use, provide a DSE leaflet			DSE = Display Screen Equipment (computer work) DSE leaflet available from Health & Safety Services or the H&SS website A to Z (DSE).

<p>2. Explain the need for risk assessments, safe systems of work or Standard Operating Procedures, including those specific to the work of the new starter.</p> <p><i>It is important that the new starter understands what they need to do to work safely. This may require specific instruction and training at a later date – if so, please complete Section 9 below.</i></p>			<p>e.g. Biological agents; hazardous substances (COSHH); noise; work at height.</p> <p>Read pages 23, 24, 29, 30, 32, & 33 of the Staff Handbook</p>
<p>3. Safe lifting techniques</p>			<p>Read pages 29 to 31 of the Staff Handbook.</p>
<p>4. Safe use & maintenance of machinery and equipment, including safety features and how to use them.</p>			<p>Instruction will be given on the use of equipment as needed.</p>
<p>8. Personal Protective Equipment</p>	<p>Yes</p>	<p>No</p>	<p>Comments</p>
<p>1. Explain if personal protective equipment (PPE) or other safety equipment is required and why it must be used.</p>			<p>Read pages 34 of the Staff Handbook</p>

<p>9. Training</p>	
<p>9.1 List here any in-house health, safety or environmental training needs identified (including timescales for attendance) e.g. Folding Washable Nappies, Loading and Unloading the Washing Machine, Emptying the Clinical Waste Bin, Restocking Disposable Gloves, Disposable Nappy Liners, Disposable Tissues, Changing Washable Nappies, etc</p>	<p>Date completed:</p>

<p>10. Identify here any other information requirements, or any other comments.</p>			
<p> </p>			
<p>Declaration</p>			
<p><i>I certify that the above health, safety & environmental & safeguarding induction subjects have been covered and explained where needed:</i></p>			
<p>Induction conducted by: <i>(please include job title)</i></p>		<p>Date:</p>	
<p>Employee / student signature:</p>		<p>Date:</p>	

Grafton Childcare Staff Suitability Declaration

Appendix 7

This form is to be completed by all new staff (including regular volunteers and students) as Grafton Childcare is legally required to maintain an up to date record of employee information which we must then supply to the Disclosure and Barring Service (DBS), Ofsted and DoF. **You have a duty to support us in meeting this obligation by informing us in writing via this form within 14 days of any changes.**

Please answer the questions and sign the declaration below to demonstrate that you are safe to work with children. If there are any aspects of the declaration that you are not able to meet, you should disclose this immediately to the Manager.

Full Name:	
Please circle yes or no against each bullet point:	
Have you been cautioned, subject to a court order, bound over, received a reprimand or warning or found guilty of committing any offence since the date of your most recent enhanced DBS disclosure?	Yes/ No
Have you been cautioned, subject to a court order, bound over, received a reprimand or warning or found guilty of committing any offence either before or during your employment at this setting?	Yes/ No
Are you 'Disqualified for Caring for Children': (to include)	Yes/ No
• Have you committed any offences against a child?	Yes/ No
• Have you committed any offences against an adult (e.g. rape, murder, indecent assault, actual bodily harm etc)?	Yes/ No
• Have you been barred from working with children (DBS)?	Yes/ No
• Are you living with someone who has been barred from working with children (DBS)?	Yes/ No
• Are you living in the same household as someone who has been disqualified from working with children under the Childcare Act 2006?	Yes/ No
• Have your own children been taken into care?	Yes/ No
• Have/are your own children the subject of a child protection order?	Yes/ No
• Has your name been placed on the DBS barring list?	Yes/ No
• Do you have any medical conditions that could affect your ability to care for children?	Yes/ No
• Are you taking any medication on a regular basis or any other substances?	Yes/ No

If you have answered **YES** to any of the questions, please provide further information below:

I understand my responsibility to safeguard children and am aware that I must notify my Manager of anything that may affect my suitability.
 I will ensure I notify my Manager of any convictions, cautions, court orders, reprimands or warnings I may receive
 I am aware that if I am taking medication on a regular basis I must notify my Manager, and must keep the medication in a safe place, out of reach of children
 I will ensure I notify my manager if I experience any health concerns which could impact upon my ability to work with children
 I give permission for you to contact any previous settings, local authority staff, the police, the DBS, or any medical professionals to share information about my suitability to care for children

Signed:	Date:
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To be completed by the Manager/Proprietor	
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Please record follow-on action taken, where relevant

Signed:	Date action taken:
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