



Little Swans Day Nursery Code of Practice/conduct policy for all staff, parents, carers, volunteers and students

Reviewed January 2018

Policy reviewed by Samantha Tranter, Nursery Manager

“Children usually feel more confident and positive about themselves and their learning when parents/carers and practitioners work together in an atmosphere of mutual respect”

Early Years Foundation Stage (EYFS) – Effective Practice: Parents as Partners

It is the policy of Little Swans Day Nursery to provide a safe and secure environment at all times. Our carers will actively promote a warm secure relationship with all children throughout the nursery. The individual needs of each child will be assessed and catered for in partnership with parents/carers. Through partnerships we recognise that all children need to feel valued, so that each child may thrive and develop.

We strive to provide a safe, welcoming and happy environment, which is inclusive to all the children and families that access our service. We firmly believe that by working together parent/carers and educators can have long lasting and very beneficial effects on each child’s individual learning and emotional well being.

This policy is to be used as a guide for all parents, carers, volunteers, staff, extended family, visitors and professionals who access the nursery. We have a legal responsibility to provide a comfortable, safe and happy environment for all children and staff, in which the rights and protection of the child are considered at all times.

Little Swans Day Nursery places great value on:

- Providing an inclusive environment which is open and welcoming where everyone’s contribution is not only valued and respected but positively encouraged. We achieve this through:
 - Feedback
 - suggestion boxes
 - guest books on the nursery website
 - observation
 - an open door policy
 - Regular reflection and evaluation on the services offered at the nursery.
- Promoting positive attitudes to diversity and difference within all children and adults, helping them to learn and to value different aspects of their own and other people’s lives.

- The physical and emotional well being of children, meeting the individual needs of all children lies at the heart of the EYFS. We will, in close partnership with parents/carers, strive to deliver personalised learning, development and care to help all our children have the best possible start in life and building the foundations for future learning.
- Encouraging parents and carers to support and participate in the day to day activities which we provide for the children. Jenny Owen encourages parents/carers to come into nursery and participate in activities with children. Through questionnaires' staff highlights the barriers and works with the nursery management to remove these if possible to enable parents to participate in their children's learning as well as providing workshops at the local library.
- Sharing information between nursery and home, all parents/carers are entitled to help determine the care their child receives as well as receiving full information about the activities and care their child receives. This is a continuous cycle and is initially established during the admissions process and during home visits.
- Making time for discussions with parents/carers. Monthly newsletters, nursery website; Jelly Babies, Heroes/Rolos and Smarties blogs as well as twitter are regularly updated to provide parents with information regarding the nursery and care of the children.
- Ensuring that the quality of teaching is outstanding, and that the staff have a secure knowledge and understanding of outcomes for all the seven areas of the Early Years Foundation Stage Curriculum Framework. Opportunities for all children to make progress are offered in the stimulating environment, which identifies and supports next steps of learning and development for each individual child.
- Actively encouraging and enabling all children to fulfil their potential. Each child's physical, emotional and social skills will be monitored, and regularly discussed with parents/carers on occasions such as parents evening, and one to one informal/formal meetings.
- Providing a safe and secure environment, in which children will thrive, staff will feel supported and valued and families will feel that their views and opinions are important.

Little Swans is committed to safeguarding and protecting children and endeavours to take every step to ensure the avoidance of situations in which the abuse of children might occur. An example/s of this is;

- All staff in the nursery are expected to give the highest possible standard of service to children and their families as well as visitors and to each other. Staff should conduct themselves with integrity, impartiality and honesty.
- Robust policies and procedures are in place for monitoring and challenging staff behaviour.
- The use of mobile phones by staff, students, parent/carers and other visitors on the nursery premises is prohibited. Phones belonging to staff are signed in/out on arrival and exit from the nursery, and are kept in the staff room at all times, while staff are on the premises.
- We have CCTV in place in all areas of the nursery. Recordings are kept for 28 days and allow management to monitor amongst other things, staff/child interactions throughout the day.
- We have a robust safer recruitment policy which supports the recruitment and retention of staff. Application forms have a section regarding offences/previous offences with the law, not only directed to the applicant but also their family members. Following procedures effectively in place at nursery narrows the gap regarding offenders applying for positions.
- Our safer recruitment policy is also displayed on our website which acts as a deterrent to those applying for positions.

- We have an e policy which lays out clear guidance and prevents staff from misusing nursery electronic equipment.
- We have a data Protection Policy in place at nursery which outlines the correct procedures for storing and sharing information.
- During admission parents are made aware of safeguarding procedures at the nursery and the duty of care staff have if they should have concerns regarding a child's welfare.
- Any indication that a child may be suffering from abuse will immediately trigger Little Swans child protection procedures, headed by **Samantha Tranter, our designated safeguarding lead** and Manager of the nursery.
- The MASH (Multi Agency Safeguarding Hub) team will be informed of any concerns Nursery Staff may have, regarding a child's safety or welfare.

Safer Recruitment

In recruiting staff Little Swans Day Nursery will follow a systematic selection process designed to assess the applications suitability for the post and to work with children.

- Checks using a regulated online checking system will be made to ensure that all information provided by any potential member of staff will be checked for any offences they may have committed against children, using, at present, the enhanced disclosures barring scheme (DBS) and the update service of which staff have become members to.
- No member of staff will be appointed to any position without two suitable and satisfactory references being provided.
- All staff appointments will be subjected to a 6 month probationary period during which time they will be closely supervised.
- All staff will have clear, detailed job roles and responsibilities.
- Staff will be supervised and monitored as a means of ensuring that children receive adequate and appropriate protection.
- Induction programmes for all new staff will include information around safeguarding. Training will be provided for all staff with regards to safeguarding issues.
- All safeguarding policies and procedures will be regularly reviewed and staff informed of changes as they occur.
- Regular staff meetings are held on the last Thursday of each month where training, policy reviews and curriculum planning takes place.

To ensure the smooth running of the setting, due regard is given to the following:

- **Health and Safety:** Our policies and procedures are displayed in a black folder in the main building. Parents, carers and visitors are welcome to look through these at any time and copies are available on request and can also be downloaded from our website, www.littleswans.org.uk . Key points are within our prospectus which is received by families. New staff read policies as part of their induction and existing staff are given updates as and when policies and procedures are reviewed. Safety is of paramount concern, whatever the activity.
 1. Adult to child ratios will be monitored and adhered to at all times;
1-3 ratio Jelly Babies and Jelly Tots
1-4 ratio Smarties and Sweeties
1-8 ratio Rolos and Heroes
 2. All equipment will comply with an approved British and EC standard and will be checked before use and on a regular basis.

3. A good standard of hygiene will be maintained at all times throughout the nursery as well as during activities and meal times.
 4. Nursery management check regularly all areas of the nursery for standards of hygiene and to ensure the environment is safe for purpose. Any concerns are removed and rectified immediately.
 5. All accidents will be reported immediately and entered onto the child's accident/incident log without delay, in accordance with the nursery's accident policy. Parents will be fully informed as soon as possible and the cause of the accident will be dealt with to avoid repetition. All parents will need to sign documentation of accidents/incidents to acknowledge that it has been brought to their attention.
- **Communication:** This is key to avoiding misunderstandings and potentially volatile situations. We encourage a culture of polite consideration towards others using acceptable verbal and non verbal language. At no time will aggressive or offensive language be accepted from anyone whatever the circumstances may be.

Complaints:

Any person on behalf of a child attending Little Swans, with a complaint regarding any aspect of the services provided may access and comply with the complaints procedure available to all parents and carers. You will find the complaints procedure in the black folder and on the nursery website.

- **Discipline:** Children's behaviour is dealt with in line with our policies and procedures and issues are discussed privately. At no time is a staff member permitted to raise their voice to a child while challenging inappropriate behaviour. Children's behaviour will be positively managed. No physical chastisement will be tolerated. No child will be humiliated, embarrassed or frightened. Anti social behaviour will be managed to ensure children's well being. **Please refer to our Behaviour Management Policy which is regularly reviewed and adhered to.**
- **Respect:**
 - We have an inclusive setting and we celebrate diversity. Everyone is valued and respected and we aim to promote positive attitudes to diversity and difference within all people and communities. Our equal opportunities policy reflects the values of the nursery and our expectations of staff, children, parents/carers and visitors. No carer will discriminate against any child, parent, outside professional, guardian or carer on grounds of race, culture, religion, gender, disability, life style or sexuality. Our equal opportunities policy reflects the values of the nursery and our expectations of staff, children, parents/carers and visitors policies assist staffs understanding, through raising awareness.
 - Staff will remain aware of, and sensitive to, differences of culture, equipment and activities which positively reflect today's multicultural society.
 - The nursery has a SENCO co-ordinator Jenny Owen. Jenny is trained to a high standard in Special Educational Needs, and helps our children to participate in all activities throughout their day at nursery, meeting their individual needs and working with other professionals.
 - Jenny and Emma regularly attend training days to keep abreast of all changes that occur in government and local policy and legislation. This information is shared with the whole setting to enable us to reflect on practice.
 - Weekly, monthly and half termly supervisors meetings help to review nursery practice and plan for future events as well as monthly staff meetings with the whole staff team.

- **Confidentiality:**

- This is paramount and everyone is expected to comply with our confidentiality policy. Please respect the confidential nature of information gained or behaviour observed in relation to other children and adults. It is important to understand however any information raising concerns about a child's safety must be shared with the appropriate /designated persons.

FOR THIS POLICY TO BE EFFECTIVE EVERYONE CONCERNED MUST TAKE OWNERSHIP AND ASSUME RESPONSIBILITY OF IT. TO ENSURE THIS HAPPENS:

The management will endeavour to:

- Abide by the standards of conduct set out in this policy
- Make this policy available to all parents, carers and visitors to the setting
- Ensure all staff have copies
- Give support and guidance to staff to ensure this policy is effectively implemented in practice
- Review this policy at least annually or more if requires with the involvement and inclusion of staff

The staff, volunteers and students will endeavour to:

- Abide by the standards set out in this policy
- Respect individual needs and value the cultural practices and beliefs of the children and families that use our service
- Work with colleagues, management and families to provide an environment that encourages positive communication and feedback
- Act as positive role models at all times

Parents /carers and visitors will endeavour to:

- Abide by the standards of conduct as set out in this policy

Breach of this code of conduct

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

- Disciplinary action
- Actions for improvement to practice
- Permanent withdrawal of a student placement
- Visitors being asked to leave the premises and a formal complaint being made
- The suspension and possible permanent withdrawal of a child's place.

This action will only take place if other avenues have been explored and management feel this is the only possible course of action left open to them.

If staff are presented with a difficult or volatile situation and they feel that an individual is at immediate risk of harm, then the police will be contacted and their assistance requested to help deal with the situation.

This policy has been adopted by Little Swans Day Nursery

Samantha Tranter Nursery Manager

January 2017

Recruitment Officers

Elaine Boulton, nursery owner and Samantha Tranter nursery Manager

Designated Safeguarding Lead

Samantha Tranter Nursery Manager

Nursery SENCO

Jennifer Owen

Nursery BECO

Elaine Boulton Nursery Owner

Please sign below if you have received a copy of the nursery's code of practice.

Sign: _____ **Print:** _____ **Date:** _____

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