



## EAGLEY SCHOOL HOUSE NURSERIES

### ADMISSIONS POLICY

Eagley School House Nursery will draw up a list of the names of children whose parents wish them to attend the nursery, together with preferred starting dates and number of sessions required.

Numbers will be restricted to regulations and will not exceed the maximum number in each room. Prior to the child's attendance the Parents or carers must complete and sign the registration application form, and child's health record. This will help the nursery to provide effective care. Information includes:

- Name and home address of each child
  
- Starting date and number of sessions per week
  
- Telephone numbers
  
- Special Diets
  
- Arrangements for collection
  
- Name of child's Doctor and telephone number
  
- Inoculation details
  
- Parental consent for pictures, web cam and visits.

We will send all parents a letter asking them how they wish to pay their fees, this response will be signed and payment is made in advance. Parents will also be asked to provide extra information about their child for example likes and dislikes, sleep patterns, whether then require a dummy etc. This will help us to plan the best care for your child.



## EAGLEY SCHOOL HOUSE NURSERIES

# PARENTAL INVOLVMENT POLICY

Eagley School House Nurseries welcomes parents into the Nursery at any time. We recognise the importance parents play in ensuring their child is happy, valued and secure. Our aim is to form good relationships with parents so that information can be exchanged easily.

We will also try to ensure the following:

- Arrangements are made for more private discussions about their child.
- Information regarding the parent's child will be kept confidential and treated as a need to know basis.
- Parents can have access to Nursery plans.
- In some cases particularly in Toddler and Pre School, parents will be invited to attend sessions to see how the Nursery plans and cares for each child.
- In other cases parents may be asked to get involved in bringing in objects from home to use as part of the Child's learning.
- Parents must keep the Nursery informed of any changes, for example the doctor or medical information.
- Parents must keep the Nursery involved in more sensitive issues like divorce bereavement to help us meet the needs of the child.



## EAGLEY SCHOOL HOUSE NURSERIES

### 60. VISITORS AND SECURITY POLICY

All visitors must sign their name in the Visitor's book, together with the date, time of arrival and departure. Please also provide a mobile phone number. The member of staff tending the visitor must also sign the book. Identification of the visitor must be seen and witnessed (see below for type of ID). The Visitor's book is kept in the porch area for Eagley School House Nursery 1, and the reception area for Eagley School House Nursery 2.

**PLEASE NOTE:** For the protection of our children whilst at our Nursery, visitors will be asked to leave any bags in their vehicles, or alternatively they will be asked to place bags in a designated room, away from the children. Bags will be left on the premises at the visitor's own risk.

Staff must be vigilant at all times and ensure that their uniform is worn at work, displaying the Nursery Logo. Uniforms will be provided by the Nursery and worn by all staff. This will include a lilac coloured top and navy/black trousers. The logo will be embroidered on the shirt to allow for easy identification of staff.

The forms of identification are:

- Driving licence
- Credit card with photo
- Service bill from home
- Passport
- Or any other form that shows and confirms name, address of the visitor.

In order to monitor our webcam, parents will be issued with a password which is individual to the parent/child and which will be changed regularly to protect confidentiality and privacy. No one will be allowed to collect a child unless authorised to do so. Please see "Collection of Child" Policy.

We have a code for the outer door, which is only supplied to staff and parents, and inner doors are also coded. **When entering and leaving the Nursery PLEASE ensure you close the door behind you. PLEASE do not assume that every person you meet is a parent/carer!**

**SAFEGUARDING YOUR CHILD AT ALL TIMES!**  
**Thank You for your co-operation**



## EAGLEY SCHOOL HOUSE NURSERIES

### CHILD PROTECTION POLICY

**At Eagley School house Nursery we will work together to Safeguard Children. We define safeguarding and promoting the welfare of children as:**

- Protecting children from maltreatment
- Preventing impairment of children's health or development
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care
- Undertaking that role so as to enable those children to have optimum life chances and enter adulthood successfully.

**We will seek to safeguard children and young people by:**

- Valuing them, listening to and respecting them
- Adopting child protection guidelines through procedures and a code of conduct for staff and volunteers
- Recruiting staff and volunteers safely, ensuring all necessary checks are made
- Sharing information about child protection and good practice with children, parents, staff and volunteers
- Sharing information about concerns with agencies who need to know, and involving parents and children appropriately
- Providing effective management for staff and volunteers through supervision, support and training.
- We are also committed to reviewing our policy and good practice annually.
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**Child protection** is a part of safeguarding and promoting welfare. This refers to the activity that is undertaken to protect specific children who are suffering, or at risk of suffering significant harm. We are fully committed to safeguarding the welfare of all children and young people by taking all reasonable steps to protect them from physical, sexual, or emotional abuse or neglect.

Eagley School House Nursery has a responsibility to work with others to safeguard and promote children's welfare. It is essential that staff in contact with children, young people and their families have the requisite knowledge and skills to carry out their jobs safely and effectively. **All staff has a responsibility to ensure the safety of children with whom they work.**

We also have adopted some of the UN Convention on the Rights of the Child:

- All children have the right to be protected
- All children should be listened to and their views taken seriously
- Children's needs should be looked at holistically and should not be defined solely in terms of their abuse
- All interventions must be child-centred
- To effectively protect children, professionals must identify and work with safe and protective adults within children's families and communities.
- Professionals need to be aware of how issues of race, gender, disability, culture, sexuality and age impact on an individual's life experiences.
- Joint working between agencies and disciplines is essential for the protection of children

The following individuals will be required to read and sign this policy prior to undertaking any work or role relating to the nursery:

- Any member of staff employed
- Any agent acting on behalf of the Nursery in a capacity that may bring them into contact with children and young people;
- All Volunteers and work experience placement students aged 16 and over.

At Eagley School House the Safeguarding Children Policy is put in place to protect the welfare of all the children, who attend the setting.

**The Manager** has the overall responsibility for safeguarding, and the named Safeguarding Children Officer within the setting is:

**Please refer to our Policies and Procedures file within the Nursery setting.**

### **The Role of the Designated Person**

We have a designated safeguarding officer who will be supported and given the appropriate training that enables them to identify, understand and respond to signs of possible abuse and neglect. They are responsible with the support of the Manager, for liaising with the Safeguarding Children's Board (LSCB) and Local statutory children's services agencies. If both the Safeguarding Officer and their deputy are absent, then the Proprietor will take on the role. The designated person will share information with all staff through staff meetings and will provide support, advice and guidance to any other staff on an on-going basis and on any specific safeguarding issues required.

### **The Manager's Role**

- To ensure that the designated safeguarding officer is given the correct and up to date training for their role.
- To ensure that staff are all made aware and shown the safeguarding policy, the Bolton Framework for Action and the Bolton council Safeguarding guidance, and that they are kept up to date with any relevant changes related to safeguarding.
- To inform OFSTED and the Local Authority of anything that they need to be informed about.
- To assist and support the Designated Safeguarding Officer in cases of a child sustaining an injury and if the Nursery is worried that a child in our care is being abused.
- To consult and work the Local Authority Designated Officer (LADO) in the case of an allegation made against a member of staff or a person in a position of trust.
- To ensure all staff have been given a copy of the "FIRST 5 MINUTES" flow chart and that future employees are given copies during their induction process.

The Safeguarding Children Officer is the first point of contact within the setting, if a member of staff or person has any concerns about a child's welfare. All members of staff have a statutory obligation to record and observe any indications of abuse and neglect. Please be aware that all parents have a right to ask to view such records unless it would cause further risk to the child.

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Within the setting the Nursery operates a Key Person's System, which means that each member of staff is responsible for a small group of children. This enables the Key Person to have regular contact with the children and parents/carers.

Under Section 47 of the Children's Act the Local Authority has an obligation to investigate the circumstances of any child suffering or likely to suffer significant harm. Within the setting we will work with Children's Services and other agencies to share information if we have concerns about a child. Under the new Early Help Assessment & Action Plan Framework 2014 a child will be assessed, and information will be shared to best help the child's needs and welfare.

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This also ties in with Section 17 of the Children's Act which places a duty on the Local Authority to provide services to help children with needs.

### **Early Help Assessment & Action Plan Co-ordinators are:**

**Please refer to our Policies and Procedures file within the setting.**

### **Official Safeguarding Officer is:**

**Please refer to our Policies and Procedures file within the setting.**

Steps to be taken if a concern arises are as follows:

1. Any concerns will be entered in the Incident Book, Communication Book and on a Referral Form.
2. All Incidents are recorded and observed.
3. Any Issues raised will be discussed with the parents.
4. If issues are not dealt with, further appropriate action is taken carefully. Our Manager and designated Safeguarding Children Officer will seek advice and support from other agencies.
5. Children's Services will be contacted.

Our Safeguarding Children Policy is followed by **all** staff members within our setting. Records relating to children are kept safe and secure in a locked filing cabinet. These records will only be shared with colleagues in the safeguarding Children's board (unless there are issues for safeguarding children when we have parent's permission to do so).

**Please note:** We will notify the Children's Services if there is an unexplained absence of more than two days of a child who is on the Child Protection Register.

## **Referrals of suspected child abuse**

We are careful not to assume or make assumptions about anything. If a member of staff is concerned about a child the following steps are to be taken.

- If a child discloses any information to you, be comforting and sympathetic. Do not make suggestions to the child. Only question what the child is saying to clarify what the child has said.
- Record what information has been disclosed in our Incident and Communication Books. Record what concerns you have about the child's body language and emotional state. Inform the Named Safeguarding Children Officer and Manager of what has taken place. Raise an Early Help Assessment & Action Plan within 48 hrs, or check with Children's Services to if one has already been completed.

## **Injuries from Home**

If a child arrives at the setting with injuries ask the parents/carers to record what has happened on an Incident at Home Form and make a description of the injuries. If needed have a Named First Aider to provide medical assistance.

If the injuries seem suspicious or continuously reoccur staff should:

- 1) Ask the parents/carers how the injuries have taken place. Ask where they occurred, what time and if anyone was involved.
- 2) Listen to the explanation and record it on an Incident at Home Form. Also make any other observations if the person seems anxious or unwilling to share the information.

- 3) Have a witness with you at the time if you suspect the injuries were caused by other means and inform the Safe Guarding Children Officer or the Manager.

In discussion with the Manager/The Safe Guarding Children Officer/Key Person/SEND Officer a decision whether to fill out an Early Help Assessment & Action Plan form and contact Children's Services (who will work alongside and support the case within 48 hours) will be made, and an Education Health Care Plan will be put in place.

## Definitions of abuse

Abuse and neglect are forms of maltreatment of a child. An individual may abuse or neglect a child by inflicting harm or failing to act to prevent harm. Neglect or abuse, physically, emotionally or sexually, can have major long-term effects on all aspects of a child's health, development and wellbeing. Sustained abuse is likely to have a deep impact on the child's self-image and self-esteem, and on his or her future life.

Harm may occur intentionally or unintentionally. The definitions of harm outlined in Working Together 2006 are used to determine whether a child needs a child protection plan.

### Physical abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or caregiver fabricates the symptoms of, or deliberately induces, illness in a child.

### Emotional abuse

Emotional abuse is the persistent emotional maltreatment of a child so as to cause severe and persistent adverse effects on the child's emotional development. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Parents/caregivers of children with multiple needs may find it difficult to ensure that the full range of their needs including their emotional needs, are met. It may be hard to include such children in everyday activities alongside other family members, but not to include them may be harmful.

### Sexual abuse

Sexual abuse involves forcing or enticing a child or young person into sexual activities, including prostitution, whether or not the child is aware of what is happening. They may include non-contact activities, such as involving children in looking at, or in the production of sexual online or printed images, watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

### Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or caregiver failing to:

- Provide adequate food, clothing or shelter including exclusion from home or abandonment
  - Protect a child from physical and emotional harm or danger
  - Ensure adequate supervision including the use of inadequate care-givers
  - Ensure access to appropriate medical care or treatment
- It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

## Abuse and Children with a Disability

Evidence available in the UK on the extent of abuse among children with a disability suggests that they are at increased risk of abuse, and that the presence of multiple disabilities appears to increase the risk of both abuse and neglect

### SEND Definition of Disability

**A disability is described in law (the Equality Act 2010) as ‘a physical or mental impairment which has a long-term (a year or more) and substantial adverse effect on their ability to carry out normal day-to-day activities.’ This includes, for example, sensory impairments such as those that affect sight and hearing, and long-term health conditions such as asthma, diabetes or epilepsy.**

Children with a disability may be especially vulnerable to abuse for a number of reasons. Some may:

- Have fewer social contacts with other children
- Receive intimate personal care and other contacts, from a larger number of caregivers
- Have an impaired capacity to challenge abuse
- Have communication difficulties which may make it difficult to tell others what is happening
- Be inhibited about complaining because of a fear of losing services
- Be especially vulnerable to bullying and/or intimidation
- Be more vulnerable than other children to abuse by their peers

Where there are concerns about the welfare of a disabled child, they should be acted upon in accordance with these procedures in the same way as with any other child. The same thresholds for action and the same timescales apply. It would be unacceptable if poor standards of care were tolerated for disabled children that would not be tolerated for non-disabled children.

## Confidentiality

In any work with children and young people it is important to be clear about confidentiality. While personal information held by professionals and agencies is subject to a legal duty of confidence, and should not normally be disclosed without the subject's consent, when there are concerns that a child is or may be at risk of significant harm, then the over-riding objective must be to safeguard that child and disclosure of information is imperative.

Confidentiality and child protection should be discussed with children and young people at the beginning of any placement, and reminders and information given from time to time, to ensure that they understand the processes and what responsibilities the staff members have. It is absolutely essential to be clear about the limits of confidentiality well before any such matter arises.

Do not promise to keep secrets. If in the process of your work a child discloses to you that they are being abused you will need to tell them that you **must** report it.

Should it become necessary to pass on information shared by another party, this decision should always be discussed with them and where possible their co-operation sought beforehand. Explanations of the reasons; the processes; the likely sequence of events; who to contact for information or for support should also be provided.

If, in the process of your work, a child discloses to you that they are being abused you will need to tell them that you must report it.

It is important to remember that an allegation of child abuse or neglect may lead to a criminal investigation, so any concerns must be properly recorded and shared with a line manager.



## **EAGLEY SCHOOL HOUSE NURSERIES**

### **PARTNERSHIPS WITH PARENTS**

Here at Eagley School House Nurseries we are aware of the importance of working in partnership with parents.

This continuity between home and Nursery is of major value and is the key to providing a happy, caring and secure environment for both the parent and the child. We aim to build a positive, honest and supportive relationship with our parents and actively encourage them to have a continuous role in their child's development.

Nursery staff are always available for the parents to exchange information about their child. When they arrive at Nursery messages are recorded for their child's key worker in their room handover book. Information about their child's activities throughout the day are provided on a daily basis by verbal communication and in their child's own daily communication book.

Our Early Years Foundation Stage curriculum plans are always shown in each room for parents to view. Parents are welcome to take their child's file home to observe evidence of their child's continuous learning and development. During our Nursery topics parents may be asked to bring in objects or photographs from home for circle time activities and for display. We also welcome parents into Nursery to participate in our themes and to share their festivals and celebrations with the children. Parents are welcome into the setting at any time and may be invited to attend sessions to see how the Nursery plans cater for their child.

Regular news letters are provided keeping parents up to date with Nursery issues such as new developments, staff changes or fund raising etc. Posters are also displayed on the Nursery doors explaining important information to them. All parents are invited to attend a parents evening about their child's development and learning. This also gives them the opportunity to discuss any issues about their child and explore other rooms in the Nursery if they are soon to make a transition into another group.



## EAGLEY SCHOOL HOUSE NURSERIES

# SICK CHILD – REPORTING ILLNESS & INFECTION CONTROL

This guide is to provide information on Eagley School House Nurseries child sickness reporting and infection control procedure should your child become unwell. Our policy follows the guidelines set out by the Health Protection Agency and Ofsted regarding sickness and infection control.

The purpose of this document is to help us to ensure a safe and healthy environment for all our children and the staff within our care. To reduce the risk of infections we:

- Provide protective clothing and equipment for staff in accordance with company procedures.
- Have daily, weekly and monthly routine sterilising processes in place.
- Employ the services of external contract cleaners to clean the premises.
- If an outbreak occurs at Nursery we record and report as required.
- A deep clean is completed in the appropriate area/s by Nursery staff and our contract cleaners.

It is a fact that children will get ill however, by following the guidelines in this policy we can reduce unnecessary exposure to illnesses and ensure infections are managed effectively creating a happy and healthy Nursery for all!

If at any time there are any infectious diseases present at the Nursery this will be clearly displayed within the Nursery setting.

### **WHAT HAPPENS IF MY CHILD IS ILL AT NURSERY?**

With the welfare of the sick child in mind and in the interest of the other children, if in the opinion of the staff a child is ill, then the parent/carer will be contacted and requested to collect the child as soon as possible.

In the case of a serious illness or accident occurring the parent/carer will be contacted immediately and the appropriate action taken. In the unlikely event of the parent/carer not being available, the staff member will assume charge and if necessary take the child to hospital with all relevant details or call an ambulance.

Staff must be convinced that the child has returned to good health before re-admitting them to the Nursery and may at their discretion refuse re-admission until clearance has been obtained from a medical practitioner.

Please ensure that the Nursery is always in possession of your most up-to-date contact telephone numbers, including **AT LEAST TWO ALTERNATIVE EMERGENCY CONTACTS.**

### **Administration of Medication**

Please refer to Eagley School House Nurseries policy entitled “**Medicine and Consent Form – Children**” for further information.

## **WHAT HAPPENS IF MY CHILD IS ILL AT HOME?**

Children who are not well should not be at Nursery, even if they are not infectious.

**If your child is ill at home please contact the Nursery as soon as possible, providing as much information about the illness as you can. If you are unsure what the illness is, please contact the Nursery once you have received a diagnosis from either your GP or Hospital. This enables our team to record and monitor for any signs of reoccurrence or unusual child behaviour. In extreme cases this will also ensure any symptoms of infectious diseases are picked up early and managed effectively. It also allows us to follow our Duty of Care to every child and member of staff, as well as performing our legal responsibilities of notification of infectious disease.**

If a child has had a temperature or is unwell during the night, but appears fine in the morning, we would ask that you keep the child away from Nursery to monitor them. If you feel they are well enough to come into Nursery the next day, please be contactable throughout the day. Your child will be closely monitored.

## **PARENT/CARER INFECTIONS**

Should a **parent/carer** become infectious, this has implications for the immediate family. Please **DO NOT** send your child into Nursery until you have been advised by your GP or Hospital medical team that it is safe to do so.

A member of the family should contact the Nursery regarding the parent/carers illness and provide as much information as they possibly can. We do understand that family illness is both worrying and stressful, however, we must work together to ensure that **EVERYONE** is kept safe and we are here to help.

## **HOW CAN YOU HELP?**

- Ensure we always have your **MOST UP TO DATE CONTACT DETAILS.**
- Provide us with at least **2 ADDITIONAL EMERGENCY CONTACTS.**
- You can help support infection control by following the guidance in this policy and encouraging good personal hygiene.
- Please **DO NOT** bring your child into Nursery when they are ill.
- Please telephone us as soon as you can to advise if your child is ill.
- Please telephone if an immediate member of the family has an infectious illness. Try to provide as much information as possible.
- If an illness relates to a parent/carer please be aware of cross infection to the immediate family and do not send your child into Nursery until your Doctor or Hospital has confirmed it is safe to do so.

## **HOW CAN WE HELP?**

- We will adhere to all measures contained in our policy on infection control.
- We will ensure all staff are made fully aware of the importance of reporting and recording not only children's illness, but any infectious family illness too.
- We will advise parents/carers in relation to any infectious outbreaks.
- We will follow our Duty of care to everyone in the setting.
- We will report infectious diseases to the appropriate agencies.

### **For more information**

For more information contact:

[www.wiredforhealth.gov.uk](http://www.wiredforhealth.gov.uk)

[www.hpa.org.uk](http://www.hpa.org.uk)

[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## KEY GUIDELINES FOR INFECTION CONTROL (Please note: this list is not exhaustive)

There is a list of notifiable diseases which we have a legal obligation to report to the Health Protection Agency (HPA) and Ofsted should a child within our care become infected. Based upon HPA guidance we adhere to the following exclusion periods depending upon the symptoms and illness.

INFECTION	ACTION REQUIRED
Head Lice	Once Treatment has been given, no exclusion necessary.
Conjunctivitis	Once treatment obtained, no exclusion necessary.
Tonsillitis	Establish viral or bacterial - seek Doctor's advice.
Roseola infantum	Seek Doctors advise and advise Nursery
Slapped Cheek	No exclusion. Advise Nursery (vulnerable children and pregnant women)
Threadworms	Once treatment has commenced, no exclusion
Hand, Foot and Mouth	Exclusion may be considered in some circumstances
Vomiting	Exclude until 48 hours after last symptom
Diarrhoea	Exclude until 48 hours after last symptom
Whooping Cough	5 days from commencing antibiotic treatment or 21 days from onset of illness if no antibiotic treatment.
German Measles	6 days from onset of rash
Measles	4 days from onset of rash
Mumps	5 days from onset of swelling
Chicken Pox	5 days from onset of rash and once scabbed over
Scarlet Fever	Can return 24 hours after commencing antibiotics
Scabies	Child can return after first treatment
Ringworm	Treatment is required, exclusion not usually needed
Impetigo	Until lesions have crusted over and healed or 48 hours after commencing antibiotics. Antibiotic treatment speeds healing and reduces infectious period.
Meningococcal meningitis/septicaemia	Notifiable disease. Recommended to be kept away from Nursery until fully recovered. Your local Health Protection Agency/GP will advise.
Meningitis due to other bacteria	Notifiable disease. Recommended to be kept away from Nursery until fully recovered. Your local Health Protection Agency/GP will advise.
Meningitis viral	Milder illness. Dependent upon advise from GP

**Please Note: YOU are the best judge of your child, if you think your child is unwell then your child should not attend Nursery.**

### INFORMATION FOR PREGNANT MOTHERS

There are a number of infections which can be harmful to the unborn baby. These include: Chicken Pox, \*German Measles (Rubella), Slapped Cheek, \*Measles

If you or your child has been at the Nursery when one of the above infections is present we advise you to see your GP/Midwife to check if you are immune and seek their professional medical advice.

As a responsible childcare provider following advice from the HPA we recommend that all children follow the 'Routine childhood immunisation programme'. This reduces the risk of exposure to children in our care of infectious diseases. *However, we are aware that the immunisation programme is not legislative.*

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## EAGLEY SCHOOL HOUSE NURSERIES DATA PROTECTION POLICY

The Data Protection Act 1998 came into force on 1 March 2000. It sets out what can and what cannot be done with personal data that is information about living individuals. Eagley School House Nursery School is placed under a legal obligation to comply with the provisions of this Act.

### **Commitment to the Protection of Personal Information**

The Nursery needs to collect and use certain types of information about people with whom it deals in order to operate effectively. These include pupils, parents, guardians, staff, health workers, suppliers and others with whom it communicates. In addition, it is required by law to collect and use certain types of information to comply with the requirements of Government departments.

This personal information must be dealt with properly and securely regardless of what method is used for its collection, recording or use – whether this is paper, a computer system or any other material. There are safeguards to ensure that the processing of such information is carried out in a proper fashion and these are contained in the Act.

This policy does not seek to convey the whole legislation to its readers, rather to acquaint them with the main provisions and to demonstrate that Eagley School House Nurseries has a commitment to those provisions.

Eagley School house Nurseries regards the lawful and correct treatment of personal information as very important to the successful and efficient performance of its functions and to maintaining confidence between those with whom we deal and ourselves. We ensure that our policy treats personal information lawfully and fairly.

### **Our Data Protection Standards**

- We will, through appropriate management and adherence to agreed procedures:
- Observe fully the conditions relating to the fair collection and use of personal information.
- Meet its legal obligations to specify the purposes for which the information is used.
- Collect and process appropriate information, but only that which is necessary to its operational needs, or meets its legal requirements.
- Ensure the quality of information used.
- Apply strict checks to determine the length of time information is held and to ensure that it will be disposed of when no longer required with due regard for its sensitivity.
- Ensure that the rights of people about whom information is held can be exercised. These include the right to be informed that processing is being undertaken, the right to access one's personal information, the right to prevent processing in certain circumstances and the right to correct, rectify, block or erase information which is regarded as wrong.
- Take appropriate technical and organizational measures to safeguard personal information.
- Ensure that personal information is not transferred abroad without suitable safeguards.

## **Management Arrangements**

We will ensure that:

- Someone is nominated to hold specific responsibility for data protection within the Nursery.
- Everyone managing and handling personal information understands that they are responsible for following good data protection practice.
- Everyone managing and handling personal information is appropriately trained to do so.
- Everyone managing and handling personal information is appropriately supervised.
- Anyone wanting to make enquiries about handling personal information knows what to do.
- Queries about handling personal information are promptly and courteously dealt with.
- Methods of handling personal information are regularly assessed and evaluated.

## **The following are some examples of our practice:-**

- Requiring all visitors to sign in the visitors' book to ensure there is knowledge of all personnel on site.
- Ensuring that the inner door is shut and secure during Nursery time
- Ensuring that all written confidential information is contained in lockable fireproof cabinets with key holders limited.
- Ensuring there is password protection on all computers containing information and data.
- Ensuring that passwords are restricted to named members of staff.
- Ensuring that other staff, visitors and parents do not have access to any machines holding data.
- Sitting computers containing data so there is no visible access to information on screen for visitors etc.
- Requiring all information to be regularly backed u.
- Ensuring there is virus protection on all computers.
- Ensuring that record keeping on each child is kept as confidential information and shared only with parents or other professionals.
- Making staff and parents aware that names/ telephone numbers and addresses of parents cannot be divulged to others without permission from the parent concerned.
- Ensuring that the awareness of the needs for confidentiality is reinforced at all times in the setting and is integral to the staff's professionalism.
- Ensuring that the school is locked and security system is activated when the premises are empty.
- Named people having keys and security passwords for access.
- Ensuring that all staff and governors have relevant training and have read the data protection policy.



## EAGLEY SCHOOL HOUSE NURSERIES MOBILE PHONE POLICY

At Eagley School House Nurseries it is our policy that mobile phones are **NOT** to be taken into the working environment. Mobile phones should be kept with personal belongings in the designated area, and only used in break or lunch time periods.

This policy has been implemented to protect our children, due to mobile phones being aided with cameras and to take away distraction of receiving calls and text messages.

**Failure to comply with this policy will result in disciplinary action**

**Home Visits** – use of mobile phones – see lone worker policy

Eagley School House Nurseries allow staff to take their mobile phones on a home visit. This is purely in case of an emergency.

### **The purpose and Importance of Mobile Phone Policy**

ESHN recognises that staff may need to have access to mobile phones on site during the working day. However, there have been a number of queries raised within local authorities and nationally regarding the use of mobile phones and other devices in educational settings. The concerns are mainly based around these issues:

- **Staff being distracted from their work with children**
- **The use of mobile phones around children**
- **The inappropriate use of mobile phones**
- **Ensuring the Safe and Appropriate Use of Mobile Phones**

We allow staff to bring in mobile phones for their own personal use. However, they must be kept in their lockers at all times and mobile phones are not allowed to be used in the rooms, toilets, changing rooms or in the play areas at any time. If staff fail to follow this guidance **Disciplinary action will be taken in accordance with welfare requirements and ESHN policies.**

If staff who have to make an emergency call, they must do so in the designated area. Staff must ensure that there are no inappropriate or illegal content on their mobile device. Mobile phone technology may not be used to take photographs anywhere within the Nursery grounds. There are digital cameras available within the nursery and only these should be used to record visual information within the consent criteria guidelines of the local authority and the Nursery.

Members of staff may only contact a parent/carer on approved mobile phones. When children undertake a school trip or journey, mobile phone use by adult leaders should be limited to contact with the school office or venues being visited, except in emergencies and then only by approved telephones.

### **Use of Mobile Phones for Volunteers and Visitors**

Upon their initial visit volunteers and visitors are given information informing them they are not permitted to use mobile phones on the premises. If they wish to make/ take an emergency call they may use the designated area. Neither are volunteers or visitors permitted to take photographs or recordings of the children without the Manager, Deputy Manager or Nursery owner's permission.

**“Eagley School House Nurseries are committed to safeguarding and promoting the welfare of children, young people and adults at all times and they expect everybody working within these setting to share this commitment”**



## EAGLEY SCHOOL HOUSE NURSERIES

# COMPLAINTS AND POLICY PROCEDURES FOR PARENTS

It is important that the Nursery is operated smoothly and that parents and staff should co-operate and work together in the interest of the child.

If you have a concern or complaint the Proprietor, would like you to tell her about it. We welcome suggestions for improving our work in the nursery. Be assured that no matter what you want to tell us, our support and respect for you and your child in the nursery will not be affected in any way. Please tell us of your concern as soon as possible. It is difficult for us to investigate properly an incident or problem which has happened some time ago so let us know immediately.

### **WHAT TO DO FIRST**

Most concerns and complaints can be sorted out quickly by speaking with your child's carer. Any carer can help you find the right member of staff. If you have a complaint, which you feel should be looked at, in the first instance; you can contact the Deputy Manager or Manager. It is usually best to discuss the problem face to face and therefore you may wish to make an appointment on a more private basis.

All members of staff will make every effort to resolve your problem informally. They will make sure that they understand what you feel went wrong and they will explain their own actions to you. They will ask what you would like the nursery to do to put things right. Of course, this does not mean that in every case they will come round to your point of view, but it will help both you and the nursery to understand both sides of the question. It may also help to prevent a similar problem arising again. Hopefully your complaint will then be resolved.

### **WHAT TO DO NEXT**

If you are dissatisfied with the Deputy/Manager's response you can make a complaint to the owner. This can be done in writing. A full investigation of the complaint will be conducted and we will interview members of staff involved. You will receive a written response to your complaint. Rest assured that your complaint will be taken seriously and action will be taken if it is in regards to members of staff, whether or not this results in disciplinary action.

If you are still not happy and you feel that your incident has not been dealt with then you can contact Ofsted, Tel: 0300 123 1231.