

Policy Handbook



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MISSION STATEMENT

Established in 2011, Hullabaloo is a small, homely childcare setting which provides a play-centred learning environment designed to ensure each child reaches their full development potential. Our Management Team and staff are committed to providing the highest standards of care and we will monitor each child through their developmental stages, celebrating their progress with you as parents. Our staff are highly attuned to providing for your child's specific needs and our setting will provide your child with age-appropriate learning through play and a secure, friendly environment in which they will form some of their first friendships.

We couldn't achieve any of this without our staff and for this reason we invest in their wellbeing, promote a positive mental attitude and provide a vast programme of relevant learning & development so each staff member can also reach their full potential. Happy, competent staff = happy children!

Our ethos is to be the best that we can be!

The logo for Hullabaloo features the word "hullabaloo" in a large, pink, cursive font. Below the word is a horizontal line of seven small black circles. The entire logo is enclosed within a light blue, hand-drawn style speech bubble.

This handbook sets out our nursery policies and procedures. Additional HR Policies are contained within our HR Handbook, which is specifically for staff.



ABSENCE OF THE MANAGER

It is not always feasible for the Manager to be present on site at all times. When the Manager is off site, responsibility for managing the nursery falls to the Deputy Managers. If the Deputy Managers are off site, responsibility falls to the next most senior person on duty at the time, although this will only happen in very exceptional circumstances.

For the purpose of this policy, this person will be referred to as the “person in charge”.

The person in charge is responsible for ensuring the effective management of the nursery in the absence of the Manager/Deputy Managers.

This includes:

- o Ensuring the safety and wellbeing of the children in the nursery.
- o Ensuring the children are separated into the proper age groups, where practicable, and cared for by an appropriate number of members of staff.
- o Reporting any emergencies immediately to Maureen or Judith who can be contacted at any time by telephone.
- o Answering the telephone and taking any messages.
- o Dealing with visitors and potential customers.
- o Securing money, making a note of any payments and issuing receipts.
- o Ensuring staff behave responsibly and do not leave the children unattended.
- o Ensuring that staff have their breaks at the right times.
- o Ensuring staff do not access the staff room via the kitchen.
- o Ensuring staff leave the premises once the adult/child ratios allow it.
- o Passing any information that has come from management on to parents.
- o Securing the premises.

Please remember that Maureen and Judith are always contactable for help and advice during nursery opening hours and when necessary they can call to the nursery.

ACCESS

With the exception of the Manager, Deputy Managers and nursery cook, no member of staff or child should access the staffroom, garden, store or office via the kitchen.

The rear door shall be kept unlocked at all times when staff are on the premises. This is to ensure easy exit in the event of fire.

The front door shall only be secured with a high level chain. This should be secured at all times to prevent children getting out and stop visitors walking in. This also ensures easy exit in the event of a fire.

Parents and other visitors shall only gain access to the nursery by ringing the doorbell and a member of staff shall open the door.

Children must not be left unsupervised in the hallway at any time.

Toys stored in the hallway shall only be removed by a member of staff who will carry the container into the playroom. There should be no sorting toys or playing in the hallway.

ACCIDENT PROCEDURE

MAJOR ACCIDENT

If a major accident occurs, the procedure is as follows:

- o Staff must wear protective clothing at all times (disposable aprons and gloves)
- o If able to be moved, the child should be taken to the staff room and the manager notified.
- o The manager will assess the situation and decide whether the child needs to go to hospital immediately or whether the child can wait for the parent or carer to come.
- o If the child needs to go straight to hospital an ambulance will be called. The parent or carer will be contacted and arrangements will be made to meet them at the hospital. A member of staff will accompany the child to the hospital, but will not sign to authorise any treatment to be carried out.
- o If the child can wait for the parent or carer to collect them then the child will be made as comfortable as possible and a member of staff will stay with them until the parent or carer arrives. It will then be for the parent or carer to decide whether to take the child to hospital or not.
- o A report of the accident will be recorded on the accident book.

MINOR ACCIDENT

If a minor accident occurs, the procedure is as follows:

- o Staff must wear protective clothing at all times (disposable apron and gloves)
- o The injury is assessed by a member of staff and if necessary the manager called.
- o The injury is then treated.
- o The child is then resettled in to their play room and observed.
- o The incident is then recorded in the accident book and in the child's daily record book.
- o If the child received a bump to the head then a wristband should be put on them saying this.

ADMINISTRATION OF MEDICINES

- o A medicine form must be completed before any type of medicine is administered.
- o All medication should have a label with the child's name on it.
- o If the parent has not given prior written consent and there is a health risk to the child then we will contact the parent by telephone to seek permission. This form should be signed by the parent when they come to pick up their child. Any medicine given to a child should be recorded in their diary as well as being passed on verbally to whoever picks the child up.
- o Blanket consent should not be given by a parent to cover all non-prescription medication.
- o Parents should inform nursery staff if they have given their child any medication at home. This should then be written in the information diary.
- o Medication will be stored safely and out of reach from children. Any medicines needing refrigeration will be kept in the milk fridge in the kitchen.
- o Medication forms will be kept on the noticeboard in the child's room for staff convenience.
- o We will not administer any medicine which is past its expiry date or if the medicine has been prescribed to someone other than the child.
- o The most senior member of staff who is responsible for the child, will administer the medicine, this must also be witnessed by another member of staff.
- o The member of staff administering the medicine is responsible for recording the relevant information on the medication form and it must be completed immediately after the medicine has been administered.
- o Completed medication forms will be stored in the child's file.
- o Staff medication should be stored in the staff room along with their personal possessions, an exception applies where medication is needed for emergency treatment (such as asthma) in which case it must be named and kept safely in the nursery medicine cabinet.
- o Permission to use sunscreens, lotions and nappy creams will be sought on the registration form when the child starts at Hullabaloo. Parents must supply their own creams and these should have the child's name on them.

Temperature Procedure

If a child has a temperature of over 38 degrees when measured using the digital thermometer in the centre of the forehead only, the following procedure is to be followed:

- Record the child's temperature and time taken in the nursery diary
- Check if the child has a rash and if so, inform the Manager/ Deputy Manager
 - o Manager or deputy will check if the rash blanches under pressure, or could be a sign of something more sinister. Manager/ Deputy will check any other symptoms.

- Take off any outer-wear e.g. hoodie/ cardigan etc; give a cold drink and an ice pop
- Wait at least 15 minutes before taking their temperature again and record in the diary
- If their temperature is still over 38 degrees, speak to Manager/ Deputy who will decide whether or not paracetamol is required, and will contact the parent if so.
- Staff are not permitted to contact parents in relation to a temperature without prior permission from the person in charge.

Exceptions:

If the child is 3-6 months old and has a temperature of 39 degrees or above, the parents should be contacted immediately and asked to collect the child, who may require medical attention.

Any child with a history of febrile seizures or who has an Individual Care Plan is to be cared for in accordance with their Individual Care Plan and the above procedure does not apply.

General Approach to Administration of Children's Paracetamol/ Ibuprofen

It is important to ensure that children within our care are not given high doses of pain relief medication over a period of 3 days or more. Such medication is particularly effective in relieving pain from teething, ear/ throat infections and injuries such as broken bones, however should not be automatically administered when the child has a temperature.

Administration of pain relief medication to children in high doses over long periods of time can cause organ damage as well as mask symptoms of more serious illnesses. Children's paracetamol or ibuprofen will only be administered where absolutely necessary, and only with the prior consent of the child's parent/ carer (unless this is overridden by the Manager in very exceptional circumstances such as the parent cannot be contacted and the child has been in attendance for over 4 hours). Parents should seek medical attention for their child if they require over the counter pain relief medication for more than 3 days.

ADMISSIONS

Being a committed provider of equal opportunities, we support the local community by providing access to our setting regardless of religion, disability, linguistic needs, sexual orientation, gender or age (0 – compulsory school age).

Hullabaloo will ensure the setting is genuinely assessable to children and families from all sections of the community.

This will be achieved by:

- o Ensuring the existence of Hullabaloo is widely known in all communities by using advertising.
- o Making our Equal Opportunities Policy well known.

- o Describing the nursery in terms which make it clear that it welcomes all sections of the community irrespective of gender, culture, ethnicity, religion and with or without special needs or disabilities.
- o Admitting children according to the set criteria.
- o Admitting children from the ages of 6 weeks to compulsory school age.
- o Requiring parents or carers to complete the required registration forms.
- o Admitting children in chronological order based on date of admission request as places become available.
- o Admitting children for no less than 2 sessions per week, and babies (0-2) for full days only.
- o Providing opportunities for children with special needs. Staff will liaise closely with parents/carers/professionals to assess their ability to meet the needs of a child with additional requirements.
- o Monitoring admissions to the nursery to ensure no accidental discrimination is taking place.

AIMS AND OBJECTIVES

The aims and the objectives of Hullabaloo are:

- o To create a stimulating, caring and safe environment for ALL children in our care.
- o To actively promote the development of positive self-image within the children.
- o To work as partners with parents/carers in an open and honest way.
- o To develop and maintain strong links with other agencies and for them to recognise our professionalism.
- o To create a non-sexist atmosphere by introducing appropriate toys, books and games to encourage equal development of both sexes.
- o To eliminate racism throughout its whole structure by;
 - a. Welcoming ethnic minority contributions to the policies and practices of the nursery.
 - b. Providing positive images of different ethnic minorities and cultures, e.g. posters, toys, food, clothing, festivals.
- o To strictly adhere to Minimum Standards regarding adult child ratios.
- o To adhere to the Health, Social Services and Public Safety Minimum Standards.
- o To implement regular developmental checks using observation records.
- o To provide places for special needs children if appropriate, with staff who are trained to give the child and parent/carer support.

- o To provide an atmosphere which makes the child and the parent/carer happy and comfortable within the nursery.

BABYSITTING

At Hullabaloo, we do not offer a babysitting or childminding service outside of our normal operating hours. However, we understand that parents may wish to ask nursery staff to babysit for their children and this policy has been implemented to set that Hullabaloo is not responsible for any private arrangements or agreements made between staff members and parents.

BEHAVIOUR MANAGEMENT

At Hullabaloo we aim to help children develop and grow in a happy, relaxed and enjoyable environment. Children within the setting are provided with a stimulating environment, space and a comfortable atmosphere to enable them to express themselves through play. Within this environment the children are rewarded with praise and are encouraged to display positive behaviour. Children imitate and learn from adults, therefore, it is the role of the staff within the setting to set appropriate examples of behaviour towards both adults and children.

Statement of Intent

- Children are given respect and their ideas and opinions are valued. This enables the child to build on their confidence and self-esteem, making them a valued member of the group.
- Positive behaviour can be reinforced through encouragement and praise.
- Negative behaviour is dealt with promptly in accordance with the 6 steps set out later in the policy.
- No adult within the nursery should ever raise their voice to a child (except in attempt to prevent the child from injuring themselves or another child). We do not promote the use of time out as this tends to lead to social exclusion for the child.
- Children should always be praised for their efforts and participation within the group. Giving positive attention for good behaviour will encourage this to occur again within the setting.
- As the setting is a group care environment our approach on behaviour is the same for every child, however if a child within the setting requires additional support and help on behaviour management then this is done with the partnership of his/her parents and any outside professionals who work alongside the family. The manager's/ owner's permission must be sought before a staff member is permitted to approach a parent about their child's behaviour.
- When negative behaviour is shown we believe that the best way to deal with this behaviour is through talking to the child and understanding how he/she feels.
- We do not believe in time out. We feel that this is ignoring the issues and children need to be given the language and vocabulary to express themselves. By engaging in dialogue and conversation we are enabling the child to this.
- Consideration must be given to stages of development. If children display ongoing negative behaviour there may be an underlying reason. We will carry out observations to try and understand or to pinpoint a particular difficulty the child may be experiencing. This will especially benefit young children who have not yet required full dialogue and conversation

skills. The nursery has observation record sheets to complete when targeting a behaviour which is frequently displayed. Information will be gathered from these to help understand the behaviour more.

- Staff within each group must agree on rules and boundaries for the room. This is to ensure that children are not receiving mixed messages which could create negative behaviour.
- Parents play an active role within the setting. To enable children to achieve and develop there must be clear communication between the nursery and parent. Staff, however, are not permitted to discuss a child's behaviour with the parent without prior permission from the manager/ owner.
- If at any time a staff member has a concern or worry about a child's behaviour they can seek advice and support from the nursery manager/ owner.

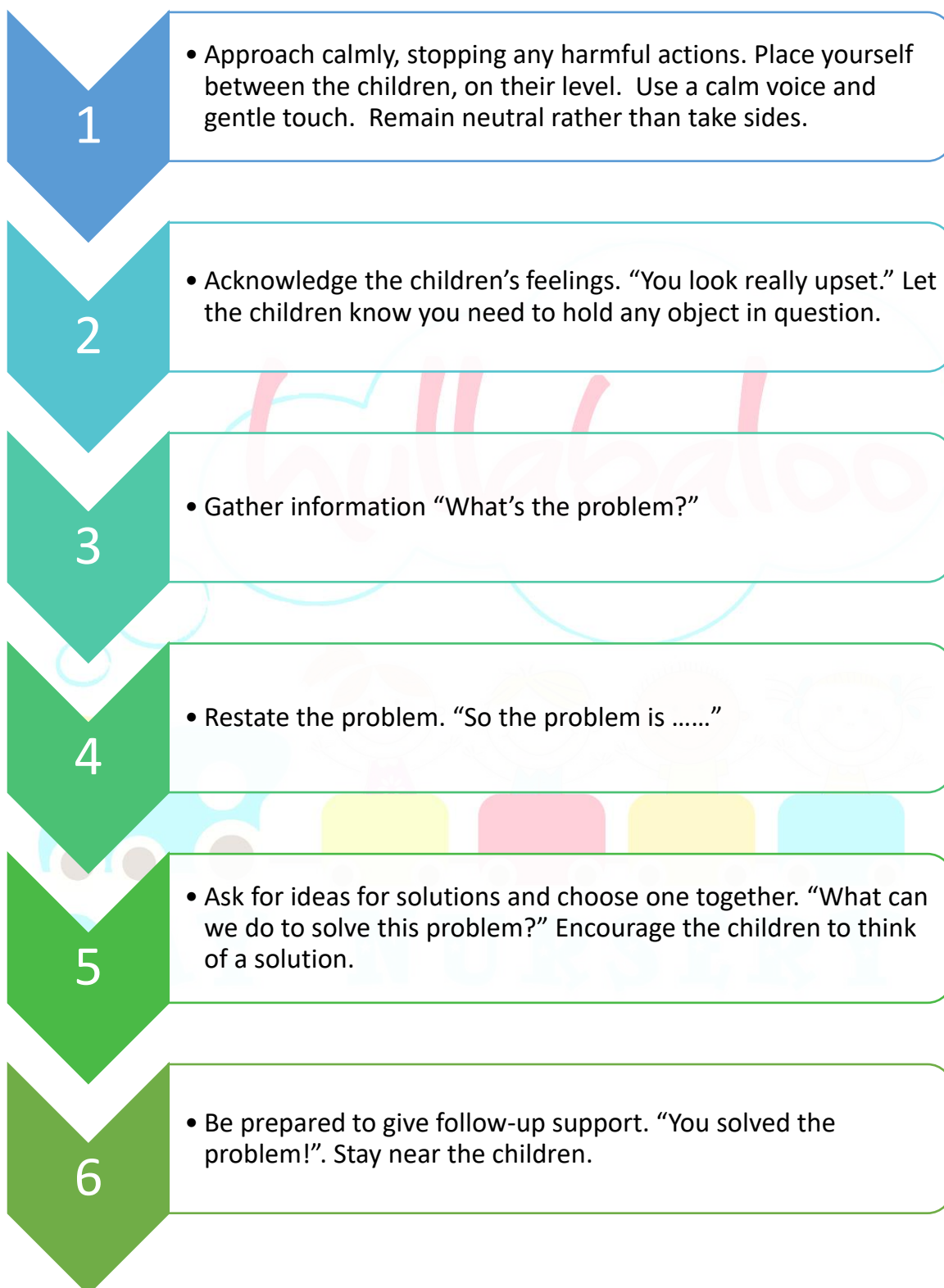
Conflict Resolution – the Six Step Approach

We believe that combining the above strategies of praise and encouragement with conflict resolution is the way forward for the setting as a whole. We are aware that in order for children to learn and develop the adult can be looked upon as a resource of knowledge and guidance. This is how we should view the adult while engaging in conflict resolution; he/she will guide children through the conflict by communication, understanding of the situation, providing and extending vocabulary, supporting and recognising each child's feelings, building on the child's problem solving skills by involving them in and asking for view or solutions to the problem.

Listed overleaf are the six steps which each staff member will follow when situations arise.



Six Steps to Conflict Resolution



BULLYING

Bullying is not taken lightly at Hullabaloo, and will not be tolerated.

As we know each child's personality and behavioural patterns it is easy for us to establish when something is wrong with them. We will ask the child if anything is wrong, but not pressure them into disclosing anything they do not wish to. All concerns will be reported to parents straight away.

Bullying at Pre-School

If a child tells us that they are being bullied at pre-school, we will listen carefully to them and take in everything they are saying. We will record everything the child has told us and pay particular attention to names and places. When the parent arrives to collect the child we will tell them about the day's events (in private) and show them what we have written, now the situation is in the parent's hands.

If the child approaches us again we will ALWAYS LISTEN and make time for them. We will never lead the child to believe that this information will not be shared with their parent/carer. In the event that is someone else picking up the child, the parent must be contacted by phone and informed of the situation. The most senior member of staff will carry this out.

Bullying at Hullabaloo

All the children at Hullabaloo are encouraged to play together and respect each other. If bullying occurs the child doing the bullying will be taken away from the group. They will get time to explain their actions. The child will be made aware of the dangers of bullying and the importance of playing together. Both parents will be informed of the incident. If the problem persists both parents will be asked to come in and see the manager to try to resolve the problem. If the problem is still not resolved then the child who is bullying will be asked to leave Hullabaloo without any notice.

A Staff Member Bullying a Child

Under no circumstances is this acceptable, therefore this would be classed as Gross Misconduct and handled in accordance with our staff disciplinary policies.

CARE IN THE SUN

During hot weather the staff at Hullabaloo will ensure that all children are protected from the sun.

Procedure

- Hullabaloo will use our own supply of suncream, this will be no less than SPF 30. Upon registering their child at Hullabaloo parents will be asked for permission to use this sun screen. Parents will also advise us of any allergies their child may have regarding sun cream. This information will be displayed in whatever room the child plays in so that staff can check before applying sun cream to the children.

- Sun screen will be applied at least 10 minutes before the children go outside.
- Whilst outside, children will be encouraged to spend time in shaded areas.
- Drinks will be available at all times so that the children do not become dehydrated.
- Babies will be kept in shaded areas at all times.
- If a child refuses to have sun screen applied or won't wear their hat they will be restricted to playing indoors. It is in the child's best interests that we do this, it is not a punishment.

CHILD PROTECTION PROCEDURE

Hullabaloo Designated Persons: Judith Winters (Manager)
 Maureen Campbell (Deputy Manager)
 Katrina Beggs (Deputy Manager)
 Andrea Glenn (Supervisor)

Please also refer to your Safeguarding Policy.

Outside Agencies;
 Single Point of Entry Team (SPOE): 028 9442 4459
 Regional Emergency Social Work Service (out of hours, weekends, holidays): 0800 1979995
 Gateway: 028 9442 4377
 Early Years Team (Social Services): 028 9331 5112
 NSPCC – 0808 800 5000
 Police – 999

Recording allegations or suspicions of abuse

Where an allegation is made or someone has concerns, records will be made. This record will include;

- Name and age of child.
- Any specific factors.
- Parents names.
- Home address and telephone number.
- Who is reporting the concern?
- What has prompted the concern?
- Are there signs the child may be showing i.e. physical, behavioural, indirect.
- Dates and times of any specific incidents.
- Whether or not the child has been spoken to and what was said.
- If anyone has been alleged to be the abuser.
- If anyone has been consulted.

This procedure is summarised in the table overleaf:

HULLABALOO SAFEGUARDING REPORTING PROCEDURES

STAFF - Report Concern to DCPO on Duty

- Judith: 07979 510300
- Maureen: 07788 110226
- Katrina: 07907 198595
- Andrea: 07907 198595
- DO NOT investigate yourself or tell parents
- KEEP all information confidential

DCPO - Record information below and report to Single Point of Entry Team, Early Years and any Social Worker known to the child - contact RESWS if out of hours

- SPOE: 028 9442 4459
- Regional Emergency Social Work Service (out of hours) 0800 197 9995
- Early Years: 028 9331 5112
- PSNI if in urgent danger: 999
- DCPO to agree with SPOE what and when to tell parents and child
- SPOE will refer to Gateway if necessary. Gateway: 028 9442 4377

DCPO - Record Keeping & Training

- DCPO to ensure details are recorded and securely filed on child's record and advise Manager when completed.
- DCPO to follow up with SPOE re action required and follow advice/ instruction from SPOE and keep Manager informed.
- DCPO to identify any training needs following report and advise Manager.

- Information to be recorded
- Name and age of child.
 - Any specific factors.
 - Parents names, home address and telephone number.
 - Who is reporting and what prompted the concern?
 - Any signs the child may be showing i.e. physical, behavioural, indirect.
 - Dates and times of any specific incidents.
 - Whether or not the child has been spoken to and what was said.
 - If anyone has been alleged to be the abuser.
 - If anyone has been consulted.

CODE OF CONDUCT

This Code is intended as a guide to indicate the standards of conduct and accountability which are expected of staff, students and other individuals involved with Hullabaloo Day Nursery.

This policy is designed to assist Hullabaloo to function efficiently and to understand what conduct is expected of individuals when they are operating as a member of the Hullabaloo team.

The key aims of this code are:

- To be clear about how we are expected to conduct ourselves.
- To enhance opportunities for the fullest participation.
- To recognise and value the strengths, experience and expertise of all those involved with Hullabaloo.

Procedure

On appointment, all members of staff, students and volunteers will agree to adhere to this policy and procedure. The management team and staff with authority will monitor this on an ongoing basis.

The Code of Conduct is underpinned by the 7 principles from the Code of Good Governance, as follows (further information can be obtained from NICVA www.nicva.org)

Principle 1 – Management Teams

The key principle – leadership is one of the key roles of any management team. Hullabaloo Day Nursery will be led and controlled by the management team (Judith & Maureen) which will ensure delivery of its objectives, sets a strategic direction and upholds its values.

Principle 2 – the Management Teams Responsibilities, Legal Requirements and Obligation

The key principle – the management team are equally responsible in law for their actions and decisions. They are collectively responsible and accountable for ensuring that the organisation is performing well, is solvent and complies with all obligations.

Supporting principles

Compliance – the management team will ensure that the organisation understands and complies with relevant laws, contractual obligations and the requirements of any regulatory bodies.

Equality and Diversity – the management team will ensure that it upholds and applies the principles of equality and diversity and that the organisation is fair and open to all sections of the community in all its activities.

Prudence – the management team will act prudently to protect their assets and property and ensure that they are used to deliver the organisations objectives.

Managing Risk – the management team will understand and regularly review the risks to which the organisation is subject and take action to manage the risks identified.

Managing Staff and Volunteers – the management team will understand the distinction between employees, students and volunteers and ensure that good practice in the recruitment and management of both staff, students and volunteers is in place.

Principle 3 – the Effective Management Team

The key principle – the management team will have clear responsibilities and functions, and should organise itself to carry out these responsibilities effectively.

Supporting Principles

Effective training, development and support – the management team will ensure that all their members receive the necessary induction, training and ongoing support needed to discharge their duties effectively,

Staff – the management team will ensure proper arrangements are in place for the supervision, support, appraisal and remuneration of all staff.

Principle 4 – Performing, Reviewing and Renewing the Management Team

The key principle – the management team will periodically review its own and the organisations effectiveness and take any necessary steps to ensure that both continue to work well and meet legal requirements.

Principle 5 – Management Team

The key principle – the management team will set out the functions of staff and anyone else performing duties on behalf of the management team.

Principle 6 Management Team Integrity

The key principle – the management team will maintain the integrity and interest of the organisation as a primary overriding duty. They will act responsibly at all times in the interests of the organisation and of its [resent and future beneficiaries and users. All individual management team members will maintain high ethical standards and ensure that conflicts of interest are highlighted and properly dealt with.

Principle 7 Management Team

The key principle – the management team will be open, responsive and accountable to its users, beneficiaries, partners, and others with an interest in its work.

Supporting Principles

Integrity – those in management will not place themselves under any financial or other obligation to outside individuals or organisations that might influence them in the performance of their official duties.

Objectivity – in carrying out business, including making appointments, awarding contracts, or recommending individuals for rewards and benefits, management will make choices on merit.

Accountability – management will be accountable for their decisions and actions.

Openness – management will be as open as possible about all the decisions and actions that they take. They will give reasons for their decisions and restrict information only when it clearly demands.

Honesty – management have a duty to declare any private interests and to take steps to resolve any conflicts arising.

Leadership – management will promote and support these principles by leadership and example.

Conduct During Meetings

Some of the work of the setting will be undertaken at meetings, small and large. The effectiveness of these meetings is important because they will be:

- A way of raising ideas, questions and making decisions

The conduct of participants at meetings is important to the success of the meeting. Some people may lack the confidence to express themselves fully in a meeting with other people, whereas some find it all too easy to dominate. Effective meetings can be achieved if all individuals are committed to some simple ground rules for behaviour before and during meetings.

- Individuals have a responsibility to be prepared for meetings by reading the paperwork beforehand and by committing themselves to attending meetings as required.
- Individual and personal disputes should not be allowed to affect conduct within the meeting but should be resolved elsewhere.
- All contributions should be addressed to the meeting via the /chair. Individuals wishing to speak should seek the attention of the Chair and wait their turn to speak only when directed by the chair.
- Individuals should not have meetings within meetings by discussing issues with other individuals or groups of individuals when another person has been directed by the Chair to speak. All comments and queries should be directed to the whole meeting via the Chair.
- Individuals should respect the contributions of others by not interrupting when someone is speaking, even when they may not agree with what the other person is saying.
- In contributing to the meeting, individuals will ensure that comments they make, do not amount to a personal attack on another individual and should avoid using heated, emotional and value loaded language and behaviour.
- Individuals should be constantly aware in their remarks of their equal opportunities responsibilities and avoid the use of potentially offensive language and comments.
- Individuals should above all, remember that collective decision making means not always getting the decision that you want and accepting the final decision made by management.
- Children will not be discussed by name during any in-house meetings taking place online e.g. via Zoom or MS Teams.

It is very important that decisions taken in meetings are well informed by having appropriate, accurate information and debate on the topics concerned.

Outside of Meetings

It is just as important that individuals conduct themselves appropriately outside of official meetings since they may be seen as representing the organisation and its views in a number of other circumstances including non-organisational meetings. Some of the issues to consider are outlined below.

- **Collective decisions** – individuals will inevitably have differences of opinion on issues debated at meetings. After full discussion when the meeting has reached a conclusion, all individuals must support this decision whether they voted for it or not. Speaking against agreed decisions in public will only serve to undermine the organisation and individuals have a responsibility to stand by the collective decisions of the organisation and to present a united front.
- **Confidentiality** - meetings may occasionally receive information which is not in the public domain often relating to individuals, organisations or financial matters. It is the responsibility of each individual to ensure that the information remains confidential to the meeting or the organisation unless prior authorisation has been given by the Chair for this to be discussed elsewhere. Individuals must never use confidential information for their personal advantage or to the advantage or disadvantage of anyone known to them or to disadvantage or discredit Hullabaloo.
- **Communications with other Agencies** – there will be occasions when individuals will be asked to, or they may wish to, communicate with external agencies, e.g. Social Services, etc. in order to ensure they are fully apprised of the latest information and that communications are consistent throughout the organisation, this should only be done following contact with the manager of the organisation.
- **Roles and Responsibilities** – it is important to have a clear understanding of the various roles and responsibilities of the different individuals and groupings which operate within the organisation.
- **Staff** – the day-to-day management of the staff rests with the Manager or Deputy Manager. Reasonable day-to-day contact between staff and management during working hours is encouraged as it recognises that good, quality, trusting relationships between staff and management are essential to the effective delivery of the settings work. It is therefore expected that;
 - Management and staff treat each other with courtesy and respect at all times.
 - Staff will endeavour to give appropriate advice to Management as requested.
 - Staff and Management will not seek to use their positions to exercise inappropriate influence.
 - Staff and Management will pay due respect to the private lives of all individuals involved in the settings activities.

Concerns and Complaints

Any concerns or complaints regarding the work of staff should be raised in accordance with the Complaints Policy.

Management

The Management will decide the strategy, policies and overall direction of the organisation's work within the budget, legal and statutory framework.

Manager

It is the role of the manager to implement the management's legitimate decisions and to manage, on a day-to-day basis the affairs of the staff team, within the budget, legal and statutory framework and other relevant government criteria set for the organisations work.

COMPLAINTS

If a parent/carer has an issue involving their child or the nursery as a whole, they should in the first instance raise the issue with either their child's Keyworker or the manager of the nursery. If the parent/carer feels unwilling or unable to raise the matter in this way they can approach;

Early Years Team

Northern Health and Social Care Trust

Ellis Street

Carrickfergus

02893 315112

In the first instance every effort will be made to resolve any matters within the setting of Hullabaloo.

Issues raised will be dealt with within the following appropriate framework:

- A matter relating to an individual child should be discussed between the parent/carer and the manager.
- All complaints and conversations will be recorded in our complaints file and we will continue to record each stage of the complaint.
- If the problem is not resolved within 2 weeks, the parent/carer should put their complaints in writing to the proprietor.
- If the parent/carer cannot reach an agreement, then both parties may have another person present. A written report will be made at this point. Third parties will be invited to give their suggestions to resolve their concerns. Parents will be made aware that there is a complaints book available in the hall.

CONFIDENTIALITY & DATA PROTECTION (INCLUDES GDPR)**Principle**

The General Data Protection Regulation (GDPR) came into effect on 25th May 2018 replacing the Data Protection Act 1998. It gives individuals greater control over their own personal data. In order to carry out our function, Hullabaloo needs to gather information about staff, parents, children and

professionals involved in the day to day running of the nursery. By adhering to the policy, we will ensure that data is handled properly and confidentially at all times. Hullabaloo is registered with the Information Commissioners Office and this is renewed annually. The Certificate of Registration is displayed on the noticeboard in our hallway and the person responsible for GDPR compliance is the Manager, Judith Winters.

Statement of Intent

GDPR condenses the Data Protection Principles into six areas, which are referred to as the Privacy Principles. They state that:

- You must have a lawful reason for collecting personal data and must do it in a fair and transparent way.
- You must only use the data for the reason it is initially obtained.
- You must not collect any more data than is necessary.
- It has to be accurate and there must be mechanisms in place to keep it up to date.
- You cannot keep it any longer than needed.
- You must protect the personal data.

GDPR provides the following rights for individuals:

- The right to be informed.
- The right of access.
- The right to rectification.
- The right to erase.
- The right to restrict processing.
- The right to data portability.
- The right to object.
- Rights in relation to automated decision-making and profiling.

Procedure

There are two main roles under the GDPR; the data controller and the data processor. As a childcare provider, we are the data controller. The data is our data that we have collected about the children and their families. We have contracts with other companies to process data, which makes them the data processor. The two roles have some differences but the Principles of GDPR apply to both. We have a responsibility to ensure that other companies we work with are also GDPR compliant.

Lawful Basis for Processing Personal Data

We must have a lawful basis for processing all personal data within our setting and this is recorded on our Information Asset Register for all the different information we collect. The six reasons are set out in Article 6 of the GDPR as follows:

- (a) Consent: the individual has given clear consent for you to process their personal data for a specific purpose.
- (b) Contract: the processing is necessary for a contract you have with the individual, or because they have asked you to take specific steps before entering into a contract.
- (c) Legal obligation: the processing is necessary for you to comply with the law (not including contractual obligations).
- (d) Vital interests: the processing is necessary to protect someone's life.
- (e) Public task: the processing is necessary for you to perform a task in the public interest or for your official functions, and the task or function has a clear basis in law.
- (f) Legitimate interests: the processing is necessary for your legitimate interests or the legitimate interests of a third party unless there is a good reason to protect the individual's personal data which overrides those legitimate interests. (This cannot apply if you are a public authority processing data to perform your official tasks.)

For the majority of data we collect, the lawful basis for doing so falls under the category of 'legal obligation' such as names, date of birth and addresses as we have a legal requirement to obtain this data as part of the Statutory Framework for the Early Years Foundation Stage. Some data we collect, for example, photographs, requires parents to give consent for us to do so. Where this is the case, parents will be required to sign a consent form to 'opt in' and are made aware that they have the right to withdraw their consent at any time.

We may also be required to collect data as part of parent's contract with the setting or local authority, for example, in order for us to claim government funding.

Data Retention

We will hold information about individuals only for as long as the law says and no longer than necessary. After this, we will dispose of it securely. Please see our Information Asset Register for more information on retention periods for individual documents.

Security

We keep data about all individuals secure and aim to protect data against unauthorised change, damage, loss or theft. All data collected is only accessed by authorised individuals. All paper forms are kept locked away and all computers and tablets are password protected.

Privacy Notice

All parents and staff are provided with privacy notices which inform them of our Procedures around how and why we collect data, information sharing, security, data retention, access to their records and our commitment to compliance with the GDPR act.

Ensuring Compliance

The members of staff responsible for ensuring that the setting is compliant are

Judith Winters & Maureen Campbell (Company Directors). Their main duties are:

- Ensure that the setting is compliant with GDPR.
- Audit all personal data held.

- Establish an Information Asset Register and maintain it.
- Ensure all staff are aware of their responsibilities under the law, this may include delivering staff training.
- Undertake investigations when there is a breach of personal data and report to the ICO.
- Keep up to date with the legislation.

Data Breach

A personal data breach can be broadly defined as a security incident that has affected the confidentiality, integrity or availability of personal data. In short, there will be a personal data breach whenever any personal data is lost, destroyed, corrupted or disclosed; if someone accesses the data or passes it on without proper authorisation; or if the data is made unavailable, for example, when it has been encrypted by ransomware, or accidentally lost or destroyed. Recital 87 of the GDPR makes clear that when a security incident takes place, we must quickly establish whether a personal data breach has occurred and, if so, promptly take steps to address it, including telling the ICO if required.

Personal data breaches can include:

- access by an unauthorised third party;
- deliberate or accidental action (or inaction) by a controller or processor;
- sending personal data to an incorrect recipient;
- computing devices containing personal data being lost or stolen;
- alteration of personal data without permission; and
- loss of availability of personal data.

Where there has been a personal data breach, the person responsible for monitoring the setting's GDPR compliance will complete the Data Breach Reporting Form within 72 hours. All staff undertake Data Protection and GDPR training as part of their induction when joining Hullabaloo so are aware of these guidelines. We will take disciplinary action against any person who breached data protection regulations negligently.

Data Disclosure

The consent of the data subject will be obtained before the group discloses personal information to any organisation or individual. All requests for disclosure will be in writing and telephone enquirers advised accordingly.

In cases of child protection, the law requires the disclosure of information, without consent, to relevant Health and Social Care Trust personnel and PSNI officers. If a request for information relating to child protection is received by telephone, steps should be taken to ensure that such information is disclosed to identifiable personnel (i.e. seek verification of identity) and only if the individual is entitled to receive that information (authorisation). It is advisable to disclose such information only to those known to be involved in child protection. If doubt exists, ask the

enquirer to route enquiry through a known channel. Always call an enquirer back and be very alert if the number given is that of a mobile telephone. We reserve the right to refuse if we aren't satisfied that the call is authentic.

Requests from parents for a printed list of children's names/addresses will be politely refused.

Personal data (including images) will not be used in newsletters, websites or in other media without the consent of the data subject/ parent. The conditions outlined in will be adhered to strictly.

A record will be kept of any data disclosed so that the recipient can be informed should data be updated/altered at a later date.

Data Access

Data subjects have the right to access any personal data held about them.

Any person(s) wishing to exercise this right must make a request in writing to the Data Controller. The Data Controller will issue the appropriate form. On receipt of the required fee and the completed and signed form, the designated. The information will be made available as soon as possible and within one-month period recommended by the Information Commissioner. This may be extended by a further two months where requests are complex or numerous. If this is the case, we will advise you within the 30 day period explaining why the extension is necessary.

We reserve the right to refuse to respond to a request but will explain our reasons why and also inform you of the right to complain to the ICO without delay and at the latest within one calendar month.

The Right To Erasure

This does not provide an absolute right to be forgotten. Individuals have a right to have personal data erased and to prevent processing in specific circumstances:-

- Data is no longer necessary.
- Individual withdraws consent.
- Individual objects and there are no legitimate interest for processing.
- The data was unlawfully processed.
- The data must be erased to comply with a legal obligation.
- The data relates to society services to a child

All child/parent information is treated in the strictest of confidence. Details are shared only with care staff and relevant outside agencies where appropriate.

Confidentiality

- o Parents will have access to the files of their own children, but will not have access to information about any other child.
- o Staff will not discuss individual children, other than for purposes of curriculum planning/group management except with the parent/carer of the child.
- o Issues to do with the employment of staff, whether paid or unpaid, will remain confidential to the people directly involved with making personnel decisions.

- o Information given by parents/carers will only be passed on to staff with the permission on parents/carers.
- o Parents/carers or members of staff wishing to share confidential information must ensure the discussion is held in an area where no other person can overhear.
- o Students must be informed that all nursery business relating to parents, children and staff must be kept confidential.
- o Children's names must be changed or a first initial used when students are undertaking observations as part of their course.
- o Staff members must not disclose any information about a work colleague without their personal consent.
- o Any information regarding children, parents, carers, staff or agencies involved with Hullabaloo must not be discussed directly and/or indirectly on any social media websites i.e. Facebook, Twitter, or by text messaging.
- o Children will not be discussed out of nursery under any circumstances. In the case of online staff meetings children will be referred to by first initial and age group, not by name.
- o Conversations of a delicate matter regarding children, parents or other staff members must not be discussed in the staff room when there is a student, visitor or volunteer present.
- o Please note, any concerns regarding child protection issues will be passed on to the relevant section of Social Services.
- o The children's safety, wellbeing and identity are of paramount importance and we have a commitment to the children to ensure this at all times.
- o No photographs of the children will be put on any website unless permission has been given by parents/carers; this complies with the Data Protection Act.
- o No member of staff will use personal cameras in the nursery.
- o Mobile phones must NEVER be used in any capacity i.e. calls/texts/photographs. They must be kept in the staffroom and may only be used during designated breaks. The only exceptions are the Nursery Mobile as well as Judith & Maureen's business phones. Staff expecting an important call e.g. from a GP, are permitted to give the nursery number and can have the nursery phone in the playroom with them.

Customer Privacy Notice

Data protection law in the UK and EU changed on 25 May 2018. This notice sets out your rights as a customer of Hullabaloo under the new law. It took effect on 25th May 2018.

The notice is designed to let our customers know what to expect when Hullabaloo collects, uses, retains and discloses your personal information. In this case personal information relates to information about you and/or your child.

To ensure that we process your information lawfully this notice informs you

- Why we need your personal information
- How it will be used
- With whom it will be shared
- What rights you have in relation to the personal information we collect.

For the purposes of this Notice, Hullabaloo is the Data Controller (the organisation which decides what personal information is collected and how it is used). There may be situations where we process data on the instructions of another organisation known as the Data Processor, but in those circumstances our use of data would be governed by that organisation.

Hullabaloo recognises the importance of protecting personal and confidential information in all that we do, and takes care to meet our legal obligations. We have put in place all reasonable technical, security and procedural controls required to protect your personal information for the whole of its life, in whatever form we hold that information in. We will retain your information in accordance with our Retention & Disposal Schedule.

How the law protects you

Your privacy is protected by the law, which states that we can use your personal information only if we have proper reason to do so. This includes sharing it with other organisations as necessary. The reasons we may process your personal information are:

- To fulfil a contract we have with you
- When it is our legal duty
- When it is in our legitimate interest; or
- When you consent to it

A legitimate interest is when we have a business or commercial reason to use your information, Below is a list of the ways we may use your personal information, and which of the reasons we rely on to do so



What we use your personal information for	Our reasons for processing	Our legitimate interests
<ul style="list-style-type: none"> ✓ To provide childcare for your child ✓ To communicate with you about your child or contract 	<ul style="list-style-type: none"> ✓ Fulfilling contracts ✓ Our legal duty ✓ Your consent ✓ Our legitimate interests 	<ul style="list-style-type: none"> ✓ Keeping our records up to date ✓ Seeking your consent when we need to contact you ✓ Being efficient about how we fulfil our legal and contractual duties
<ul style="list-style-type: none"> ✓ To administer payments relating to childcare 	<ul style="list-style-type: none"> ✓ Fulfilling contracts ✓ Our legitimate interests 	<ul style="list-style-type: none"> ✓ Being efficient about how we fulfil our legal and contractual duties
<ul style="list-style-type: none"> ✓ To detect, investigate, report and seek to prevent breach of contract 	<ul style="list-style-type: none"> ✓ Fulfilling contracts ✓ Our legitimate interests 	<ul style="list-style-type: none"> ✓ Being efficient about how we fulfil our legal and contractual duties
<ul style="list-style-type: none"> ✓ Safeguarding 	<ul style="list-style-type: none"> ✓ Our legal duty 	<ul style="list-style-type: none"> ✓ Keeping our records up to date ✓ Being efficient about how we fulfil our legal and contractual duties
<ul style="list-style-type: none"> ✓ To comply with regulations that apply to us 	<ul style="list-style-type: none"> ✓ Fulfilling contracts ✓ Our legal duty ✓ Our legitimate interests 	<ul style="list-style-type: none"> ✓ Being efficient about how we fulfil our legal and contractual duties
<ul style="list-style-type: none"> ✓ To run our business in an efficient and proper way. This includes managing our financial position, business capability, planning, communications, governance and audit 	<ul style="list-style-type: none"> ✓ Our legal duty ✓ Our legitimate interests 	<ul style="list-style-type: none"> ✓ Being efficient about how we fulfil our legal and contractual duties ✓ Complying with regulations that apply to us
<ul style="list-style-type: none"> ✓ To exercise our rights as set out in agreements or contracts 	<ul style="list-style-type: none"> ✓ Fulfilling contracts 	

What types of personal information do we handle?

- Personal information (such as name, date of birth and address, photographs, social media posts)
- Characteristics (such as ethnicity, language, nationality)
- Attendance information (such as sessions attended, number of absences and absence reasons)
- Medical information (such as allergies, medical information, GP contact details, accident and incident information)
- Developmental & behavioural information such as assessment information or SEN information
- Referral information such as referrals to other statutory bodies
- Billing information such as outstanding payments; bills issued; amounts paid; frequency of payments; methods of payment (cash, bank transfer, voucher)
- Details of when you contact us and when we contact you – including in some cases notes of conversations, copies of letters and emails.
- Any consents you have given to us in relation to the processing of your information

Who we share your personal information with

We may share your information with other bodies such as the Health & Social Care Trust, law enforcement agencies or Gateway for any of the following reasons:

- In line with our statutory requirements for registration
- Legal and regulatory compliance
- Complaints handling

In the usual course of our business we may use other third party organisations known as data processors under data protection law to support the essential delivery of our services. These organisations process your personal data on our behalf and may include our financial and legal advisors, mailing, email, SMS messaging and use of social media, among others.

We will never share or sell your information to external for their own marketing purposes.

Your Rights

You have a number of rights with regard to data we hold on you – for further information see the Information Commissioner’s website <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

If at any point you believe the information we process on you is incorrect you can request to see this information and even have it corrected or deleted. If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer (below) who will investigate the matter.

Judith Winters
Hullabaloo Day Nursery
187 Jordanstown Road
Newtownabbey
BT37 0LU

T: 07907 198595

E: hullabaloodaynursery@hotmail.co.uk

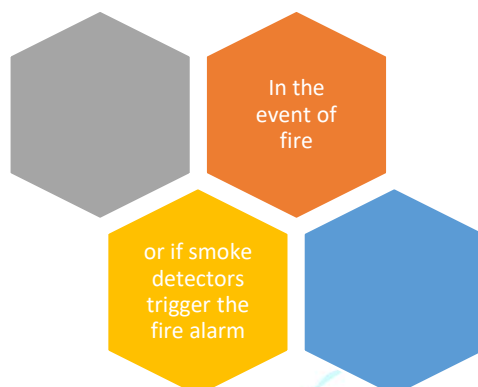
If you are not satisfied with our response, or believe we are not processing your personal data in accordance with the law, you can complain to the Information Commissioner's Office (ICO).

DROP OFF & COLLECTION OF CHILDREN

To ensure the safety of all children, the following will apply:

- Upon registering their child at Hullabaloo the parent/carer must fill in a Collection of Children Form. This should not only name anyone who is allowed to pick up their child but also those who may not. Details of these people will be kept in the child's folder in the filing cabinet in the staff room.
- Children should be picked up by a responsible person
- Adults collecting a child should park only in the carpark of the nursery and not on the side of the road.
- In the event of someone who is not on the Collection of Children form, or someone we don't know, needs to pick up the child, then the parent must inform the nursery as soon as possible and send a photograph along with person's name and their relationship to the child. The person must then bring photographic ID with them. Alternatively, the parent can provide a password to be used on collection. Under no circumstances will a child be released to someone who has not been approved by the parent/carer.
- If an adult, who is picking a child up, appears to be under the influence of alcohol or drugs, then Hullabaloo reserves the right to refuse them admission onto the premises and we will not allow them to leave with the child. The nursery will then contact SPOE on 028 9442 4459 9am-5pm or the Regional Emergency Social Work Service (RESWS) on 028 9504 9999 out of hours.
- The parents/carer is wholly responsible for the safety of the child until the child enters the front door of Hullabaloo. Parents/ carers must ensure the child is closely supervised whilst in the car park or on the front step and ramp, and at the side of the property; this applies to both collection and drop off. Parents/carers are therefore responsible for the safety of their child in all outdoor areas except for the secured back garden.

EMERGENCY EVACUATION PROCEDURE



- Each member of staff to assemble the children that they are responsible for and go to the nearest fire exit.
- Calmly take the children to the assembly point at the rear of the garden.
- The manager should do a sweep of the building and close all doors before leaving, but only if it is safe to do so.
- The person closest to the attendance book and contacts file should lift it when evacuating the building. Take a head count when everyone is assembled and confirm numbers to the manager.
- Call emergency services if necessary – DIAL 999 AND ASK FOR THE FIRE DEPARTMENT.
- After monthly routine fire drills check all fire extinguishers and blankets are in their proper place.
- All fire drills should be recorded in the fire drill book, the information recorded should include date, time, children and adults present, the time it took to evacuate the building and the time it took to count heads. This should be signed by whoever records the information.
- In the event that the nursery has to close in an emergency or is unable to open due to severe adverse weather conditions, natural disasters or catastrophic events, including but not limited to hurricanes, storms floods, landslides, or any event declared a state of emergency (including a health emergency) by local or national authorities, parents will still be charged provided there is reasonable prospect of the nursery reopening within a short period of time.

EQUAL OPPORTUNITIES

Staff and Recruitment

Hullabaloo aims to ensure that individuals are recruited, selected, trained and promoted on the basis of occupational skill requirements. In this respect, Hullabaloo will ensure that no job applicant or employee will receive less favourable treatment on the grounds of gender, age, marital status, race, religion, colour, cultural or national origin or sexuality, which cannot be justified as being necessary for the safe and effective performance of the work or training for the work. Hullabaloo will provide equal opportunity for all job applicants and employees. All recruitment, promotion and training will be based upon an individual's ability and job among particular groups of employee's performance and will exclude any consideration of an applicant's/employees religious beliefs, political opinion, sex, sexual orientation, marital status, race, or disability, trade union membership or non-membership, part-time or fixed term status. Hullabaloo will not directly or indirectly discriminate on any of the aforementioned grounds.

To ensure that the Equal Opportunity Policy is effective, Hullabaloo will:

- Allocate responsibility for the implementation of the policy to Judith Winters.
- Make the policy known to all employees, and display it on our website.
- Consult with employees about procedures required to make this policy effective.
- Maintain a neutral working environment in which no worker feels under threat or intimidated because of his/her religious beliefs, political opinion, sex, sexual orientation, marital status or disability, race, trade membership or non-membership, e.g. prohibit the display of flags, emblems, posters, graffiti or the circulation of materials or the articulation of slogans or songs which are likely to give offence or cause apprehension among particular groups of employees.
- Provide facilities for any employee who believes they have been discriminated against to raise the matter through the appropriate procedures.
- Ensure that Hullabaloo recruitment and selection procedures, outlined below, are consistent, provide equality of opportunity and are seen to be fair by all employees and job applicants. Selection will be based on ability to do the job in question.
 - Job descriptions and personnel specifications will be used for each post in question.
 - All vacancies will be advertised as widely as possible.
 - Any advertisement for a vacancy in Hullabaloo will clearly define main duties and necessary requirements for the post in question.
 - Shortlisting for interviews will be based upon job-related criteria. Where appropriate job related tests may be used.
 - Written assessments will be made on each individual interviewee and reasons for acceptance or rejection recorded.
- Commit itself to keep under review the operation of this Equal Opportunity Policy to take account of changing circumstances.

- Adopt appropriate affirmative action measures including the setting of goals and timetables to ensure the provision of equality of opportunity and fair participation of Protestants and Catholics in the organisation.
- Carry out the statutory periodic review of employment procedures and practices as specified in Section 31 of the 1989 Fair Employment Act.
- Regard breaches of this policy as misconduct which will lead to disciplinary proceedings.

Children

The UN Convention on the Rights of the Child (1991) states:

“it is the States obligation to protect children from any form of discrimination and to take positive action to promote their rights”.

We believe that good childcare is, by definition, non-sexist and that the elimination of sexism will benefit all children.

Hullabaloo and our staff are committed to:

- Encouraging positive role models, displayed through toys, imaginary play etc., that promote non-stereotyped images. Books will also be selected to promote such images of men and women, boys and girls, colour, race etc.
- All children will be encouraged to join in all activities, i.e. dressing up, home corner, bikes, balls etc.
- Regularly review our child care practice to remove those practices which discriminate unfairly on the grounds of gender, race, colour etc.
- We acknowledge that pre-conceptions relating to these issues are abundant within language and we will challenge such language where appropriate.

FOOD MANAGEMENT POLICY

Hullabaloo will adopt a policy that will ensure that the standards of table manners and behaviour which is expected will be consistent. Meal times should be a happy, social occasion for staff and children alike.

General Procedures

- Individual dietary requirements will be respected.
- Cultural differences in eating habits will be respected.
- Children will be encouraged to say “Please” and “Thank you” and to sit at the table during lunch.
- Children will be encouraged to wait before starting their meal until all the other children have been served.
- Conversation will be encouraged, but shouting will not be permitted.

- o Any child who shows any sign of distress will have their food removed without any fuss.
- o Children who are not on special diets will be encouraged to try a little bit of everything.
- o Children who are slow eaters will be given time and not rushed.
- o Portions to suit the individual child's appetite will be served.
- o Children will be encouraged, where reasonably possible, to wait until every child has finished their main meal before starting their dessert.
- o A sample menu will be made available on the website.

Please note that Hullabaloo does not permit parents to send food in for their child due to the strict food hygiene and food allergen regime that we are regulated by. We will, however, endeavour to meet all children's dietary and cultural requirements through agreement with the parents and special arrangements can be put in place at the discretion of the manager.

HANDWASHING

Hands must be washed before and after;

- o Handing food.
- o Feeding children.
- o Eating food.

Hands must be washed after;

- o Using the toilet.
- o Toilet assisting.
- o Nose cleaning.
- o Cleaning toilet/ vomit accidents.
- o Handling animals.
- o Smoking.

How to wash your hands;

- o Wet hands with hot water.
- o Apply liquid anti-bacterial soap.
- o Rub the soap over both sides of your hands, between fingers and around your nails.
- o Rinse off with clean hot water.
- o Dry thoroughly with paper towels and place used paper towels in the bin.

If you are unable to get to a basin to wash your hands immediately, as a temporary solution use the anti-bacterial hand gel provided. This can only be used for a maximum of 5 times before you must use soap and water. Use as per manufacturers guidelines.

HEALTHY EATING

In the interests of the children's health and to encourage healthy eating habits, Hullabaloo is committed to actively promoting healthy eating for all children who attend the nursery. All aspects of health promotion will be carried out with the support, advice and assistance of the following:

Health Visitors

Social Workers

Environmental Health Officers

The following points will be adhered to in respect of provisions of meals, snacks, drinks, celebrating special occasions and food related activities.

- o Children will be provided with a healthy and nutritious lunch every day. This will normally include foods such as potatoes, pasta, rice, vegetables, fish, chicken and meat etc. Children will also be provided with a dessert which will normally include a selection of fresh/tinned fruit, custard, creamed rice, cheese and natural yogurt.
- o Children will be supplied with 2 healthy nutritious snacks every day. This will normally include food such as toast (wholemeal bread), fresh fruit, pancakes, wheaten bread, muffins or yogurt.
- o Semi-skimmed pasteurised milk will be provided for children at lunch time. Water be provided at snack times and will also be made available throughout the day or if requested by a child and during hot weather.
- o Any cultural or medical dietary requirements of children will be respected. Parents/carers are requested, when registering their child, to provide details of foods which may not be eaten by their child.
 - o In order to protect any children with severe nut allergies, parents are not permitted to send food for their child into nursery. Two exceptions are formula milk for formula fed babies and a birthday cake which must arrive in its original packaging and clearly marked 'nut'free'. Please do not send in home baked goods at any time.
- o Breakfast will be supplied on request from the parent/carer. Breakfast cereals such as Weetabix and porridge will be available.
- o For parties and special occasions a selection of party food will be made available for children. Parents are permitted to supply a nut free birthday cake for their child's birthday.
- o Children will be discouraged from bringing fizzy drinks, crisps, sweets or chocolate into the nursery.
- o Children will regularly be encouraged to take part in the preparation of snacks for break time.

EXCLUSION PERIODS FOR ILLNESSES AND COMMUNICABLE DISEASES

This guidance refers to public health exclusions to indicate the time period a child should not attend the setting to reduce the risk of transmission during the infectious stage. Children should not attend the setting unless they are well enough.

Please note if your child has vomiting or diarrhoea they should stay at home for 48 hours from they last vomited/ had diarrhoea and should not return until they are well enough. We appreciate that this is inconvenient, but it protects us all from a potential outbreak which could mean the whole nursery has to close temporarily for deep cleaning, or a number of staff become sick, which could lead to temporary room closures due to staff shortage - either scenario inconveniences all parents.

Infection	Exclusion period	Comments
Antibiotics prescribed	First 24hrs at home	Unless nursery has already administered same antibiotic to the child – e.g. for recurring illnesses
Athlete's foot	None	Children should not be barefoot at their setting and should not share towels, socks or shoes with others.
Chickenpox	At least 5 days from onset of rash and until all blisters have crusted over	Pregnant staff contacts should consult with their GP or midwife
Cold sores (herpes simplex)	None	Avoid kissing and contact with the sores
Conjunctivitis	None as long as the child is well enough to attend	If an outbreak or cluster occurs, consult your local health protection team (HPT)
Croup	At least 3 days from the illness started, then as soon as the child is well enough to attend	
Respiratory infections including coronavirus (COVID-19)	Children should not attend if they have a high temperature and are unwell Children who have a positive test result for COVID-19 should not attend the setting for 3 days after the day of the test	Children with mild symptoms such as runny nose, and headache who are otherwise well (and who have a negative Covid test) can continue to attend their setting.
Diarrhoea and vomiting	Children can return 48 hours after diarrhoea and vomiting have stopped	If a particular cause of the diarrhoea and vomiting is identified there may be additional exclusion advice for example E. coli STEC and hep A.
Diphtheria*	Exclusion is essential. Always consult with your UKHSA HPT	Preventable by vaccination. Family contacts must be

		excluded until cleared to return by your local HPT
Flu (influenza) or flu like illness	Until recovered	Report outbreaks to your local HPT
Glandular fever	None provided the child is well enough to attend	
Hand foot and mouth	No exclusion as long as the child is well enough	Contact local PHA if a large number of children are affected.
Head lice	Children can return to the setting once treatment has commenced.	
Hepatitis A	Exclude until 7 days after onset of jaundice (or 7 days after symptom onset if no jaundice)	In an outbreak of Hepatitis A, your local HPT will advise on control measures
Hepatitis B, C, HIV	None	Hepatitis B and C and HIV are blood borne viruses that are not infectious through casual contact.
Impetigo	Until lesions are crusted or healed, or 48 hours after starting antibiotic treatment	Antibiotic treatment speeds healing and reduces the infectious period
Measles	4 days from onset of rash and until the child is well enough	Preventable by vaccination with 2 doses of MMR. Pregnant staff contacts should seek prompt advice from their GP or midwife
Meningococcal meningitis* or septicaemia*	Until recovered	Meningitis ACWY and B are preventable by vaccination. Your local HPT will advise on any action needed
Meningitis* due to other bacteria	Until recovered	Hib and pneumococcal meningitis are preventable by vaccination.
Meningitis viral	None	Milder illness than bacterial meningitis. Siblings and other close contacts of a case need not be excluded
MRSA	None	Good hygiene, in particular handwashing and environmental cleaning, are important to minimise spread.
Mumps*	5 days after onset of swelling and once child is well enough	Preventable by vaccination with 2 doses of MMR.
Ringworm	Not usually required provided treatment is being given	
Rubella* (German measles)	5 days from onset of rash	Preventable by vaccination with 2 doses of MMR. Pregnant staff contacts should seek prompt

		advice from their GP or midwife
Scabies	Can return after first treatment	Household and close contacts require treatment at the same time
Scarlet fever*	Exclude until 24 hours after starting antibiotic treatment	A person is infectious for 2 to 3 weeks if antibiotics are not administered. In the event of 2 or more suspected cases, please contact your UKHSA HPT
Slapped cheek/Fifth disease/Parvovirus B19	None (once rash has developed) and provided the child is well enough	Pregnant contacts of case should consult with their GP or midwife
Temperature	If sent home ill the child must remain at home for 24 hours	
Threadworms	None once treatment is being given	Treatment recommended for child and household. Parents to notify nursery so staff can increase hygiene practices whilst treatment is ongoing.
Tonsillitis	None, provided the child is well enough. See also 'Temperature'.	There are many causes, but most cases are due to viruses and do not need or respond to an antibiotic treatment
Tuberculosis* (TB)	Until at least 2 weeks after the start of effective antibiotic treatment (if pulmonary TB Exclusion not required for non-pulmonary or latent TB infection	Only pulmonary (lung) TB is infectious to others, needs close, prolonged contact to spread
Warts and verrucae	Warts – none. Verrucae - none once treatment has commenced.	Verrucae should be covered. Nursery to be notified if child has verruca so hygiene practices can be increased.
Whooping cough (pertussis)*	2 days from starting antibiotic treatment, or 21 days from onset of symptoms if no antibiotics	Preventable by vaccination. After treatment, non- infectious coughing may continue for many weeks.

INFECTION CONTROL

Hullabaloo recognises the importance of infection control within the setting. We are committed to creating an environment for children and adults free from infection. In order to achieve this, the following procedures will be followed.

Hand Washing

Hand washing is the most important public health measure of all time. Effective hand washing is the

mainstay of infection control for most germs amongst children and adults in the nursery setting, regardless of the way germs are transmitted.

Procedure for Hand Washing

- o Hands should be washed in accordance with the setting's Handwashing Policy.
- o Young children will need assistance in hand washing.
- o Older children should be supervised during hand washing.
- o Liquid soap will be used rather than a bar of soap.
- o Pre-moistened wipes will be available to use, but only if running water and liquid soap are unavailable.
- o Hands should be washed vigorously with a small amount of soap.
- o Hands should be rubbed together covering all surfaces until a good lather has appeared on all skin surfaces. Allow to lather for at least 10 seconds before rinsing thoroughly.

Accidental Soiling

Staff are not permitted to carry out the sluicing of clothes i.e. rinsing under the tap clothes soiled due to toileting or vomiting.

Procedure for Accidental Soiling

- o Soiled materials should be scraped off into the toilet.
- o Disposable gloves and apron should be used while doing this.
- o Soiled clothing should be double bagged for the parents to launder.
- o Staff should wash their hands after handling soiled clothing, even after wearing gloves.

Nappy Changing

The following procedures apply when changing a nappy.

- o Apron and gloves must be put on prior to changing a nappy.
- o Wipes, nappy sack and clean nappy should be ready for use.
- o Soiled/wet nappies should be put into a nappy sack and disposed of in the outside bin immediately.
- o The changing mat should be washed with warm soapy water, sprayed with sanitiser and dried off with paper towels, the floor directly below the changing mat should also be sprayed with sanitiser and dried off after every nappy change.

- o Hands must be washed after every nappy change, even after wearing gloves.

An Epidemic or Outbreak

We believe that it is appropriate to have in place general guidelines which can be put into practice immediately if at any stage we believe it is necessary. This is for the benefit of children, parents, staff and visitors to the setting.

Statement of Intent

The guidelines on exactly how to deal with any epidemics and outbreaks within a care setting change on a regular basis. We will liaise with the Early Years Team of the Health and Social Care Trust immediately if any incident arises.

Procedure

- We ask all parents to inform the Manager if their child has been diagnosed with an illness. This includes Covid 19. If further information or guidance is required, we will contact the Public Health Agency Duty Room on 03005550119 for advice.
- We will also contact the Health and Social Care Trust on receipt of this information.
- In terms of exclusion we will follow NHS guidelines.
- Our daily register records the children's attendance, their time in and out along with details of the room they are in and the staff present. This information enables us to gain a greater understanding of where they child has been and with whom they have come into close contact during the day and can be accessed quickly and easily.
- It is the Manager's responsibility to keep up to date with current information on epidemic illnesses through the Health and Social Care Trust websites and also the Public Health Agency.

INTIMATE AND PERSONAL CARE

Intimate care may be defined as any activity required to meet the personal care needs of each individual child. Parents have a responsibility to advise staff of the intimate care needs of their child, and staff have a responsibility to work in partnership with children and parents. This policy applies to every member of staff and any students/trainees involved with the intimate care of children.

Intimate care can include:

- Feeding
- Oral care
- Washing
- Dressing/undressing
- Toileting/ nappy changing
- Application of sun cream
- Menstrual Care

- Photographs
- Treatments such as enemas, suppositories, enteral feeds
- Catheter and stoma care
- Supervision of a child involved in intimate self-care

Principles Of Intimate Care

The following are the fundamental principles upon which the Policy is based:

- Every child has the right to be safe.
- Every child has the right to personal privacy.
- Every child has the right to be valued as an individual.
- Every child has the right to be treated with dignity and respect.
- Every child has the right to be involved and consulted in their own intimate care to the best of their abilities.
- Every child has the right to express their views on their own intimate care and to have such views taken into account.
- Every child has the right to have levels of intimate care that are as consistent as possible.

Nursery Responsibilities

All staff working with children must be vetted. This includes students on work placement and volunteers. Vetting includes Access NI checks, pre-employment checks, and the provision of two independent references.

Managers must ensure that all staff undertaking the intimate care of children are familiar with, and understand the Intimate Care Policy.

All staff must be trained in the specific types of intimate care that they carry out and fully understand the Intimate Care Policy within the context of their work.

Intimate care arrangements must be agreed by the Nursery, parents / carers and child (if appropriate).

Intimate care arrangements must be recorded in the child's personal record and consent forms signed by the parents / carers and child (if appropriate).

Staff should not undertake any aspect of intimate care that has not been agreed between the Nursery, parents /carers and child (if appropriate).

If a staff member has concerns about a colleague's intimate care practice or if they observe any unusual markings, discolouration or swelling including the genital area, or if they observe any unusual emotional or behavioural response by the child they must report this immediately to the DCPO. A written record of concerns must be made and kept in the child's personal file.

Disabled children can be especially vulnerable. Staff involved with their intimate care need to be sensitive to their individual needs. Staff also need to be aware that some adults may use intimate care, as an opportunity to abuse children. It is important to bear in mind that some care tasks / treatments can be open to misinterpretation. Adhering to these guidelines of good practice should safeguard children and staff.

Hullabaloo will try to encourage a child's independence as far as possible in his / her intimate care. Where the child is fully dependent talk with them about what is going to be done and give them choice where possible.

A lot of care is carried out by one staff member / carer alone with one child. The practice of providing one-one intimate care of a child alone is supported, unless the activity requires two persons for the greater comfort /safety of the child or the child prefers two persons.

Only carry out care activities you understand and feel competent and confident to carry out. If in doubt ASK. Some procedures must only be carried out by staff who have been formally trained and assessed e.g. enteral feeding.

Students, trainees and volunteers are not permitted to take part in intimate care of children.

Gloves and aprons are available to staff when carrying out intimate care and the sanitary bin used for the disposal of nappies and any other soiled items.

KITCHEN MANAGEMENT POLICY

It is our aim to maintain a clean, hygienic and well-functioning kitchen. In order for this to happen ALL staff must work together. It is important that the following guidelines are followed.

- o The kitchen should not be used as a corridor to the staff room. Only the Manager, Deputy Manager and Cook are permitted to walk through the kitchen.
- o Food handlers should remember to wear an apron when preparing food, this should be removed when they leave the kitchen for breaks i.e. using the bathroom.
- o Staff may leave their dirty dishes on the counter inside the kitchen door, however, if at the end of the day there is no room in the dishwasher, then staff should wash their own dishes and not leave them dirty overnight.
- o At the end of each food preparation session the kitchen should be left clean, tidy and the checklist should be completed. Staff preparing the afternoon break should remember to leave the kitchen as they found it, if any food waste is put into the brown bin the bag should be changed so that food is not lying in it overnight.
- o The cook and childcare staff should work together to provide suitable meals for the children.
- o The cook will provide clean dish cloths and tea towels for the staff room. It is up to the staff to make sure the staff room is kept clean and tidy and to put their recycling in the bins outside.
- o All staff are responsible for the laundry and should take turns doing it.
- o The evening rubbish should not be taken through the kitchen to the outside bin.

MAINTENANCE & REPLACEMENT OF PLAY EQUIPMENT

The safety of the children at Hullabaloo is paramount. For this reason we have implemented this policy.

Before outside play a member of staff will undertake an outdoor risk assessment. This will include the safety and maintenance of play equipment. Management should be informed if any parts/pieces are broken, and equipment should not be used until safe to do so. Any broken equipment should be removed from the play area immediately.

The safety and maintenance of play equipment inside Hullabaloo should be checked daily. Staff setting out toys for children should pay close attention to the toys and dispose of anything which is broken or unsafe.

Where possible, we purchase new equipment that is CE marked and use U.K. suppliers. Any equipment donated to the nursery is checked for its suitability and safety.

Toys will be washed regularly depending on use. Most frequently used toys will be washed weekly and toys which children put to their mouths will be wiped with anti-bacterial after each play session.

Each playroom has their own cleaning checklists and staff are responsible for carrying out the cleaning of toys and completing the checklists.

MISSING CHILD POLICY

The care of our children is paramount and we will always try to ensure that they are accounted for and that they are safe. However, there is still a small possibility that a child could become 'lost' whilst on an outing, or go missing from their room or the setting and for this reason this policy has been put in place to detail the procedure that will be followed in case of such an incident.

If a child is lost whilst on an outing, staff will:

- immediately raise the alarm to all around that a child is missing and enlist the help of everyone to look for them;
- quickly alert any security staff so they could assist in finding the child, potentially using CCTV;
- provide everyone involved in the search with a detailed description of the child;
- reassure other children on the outing, as they may become distressed;
- alert the police and provide a full description if the child is not found quickly;
- inform the Manager who will alert the child's parents of the situation.

If a child goes missing on an outing, for any length of time, this will be recorded on an incident form and the child's parents will sign this to say they have been informed of the details of incident.

We will take precautions to avoid situations like this happening by implementing the following measures:

- If a parent/carer knows that their child is prone to wandering off when out and about, they should discuss this with the Manager, to highlight that special care should be taken with that particular child.
- Hullabaloo will always operate within the child:staff ratios whilst away from the setting. In some cases more staff will be enlisted to attend the outing.
- When walking, the children will hold a link rope or a staff member's hand. In cases where children are known to be reliable and not wander off, they may be allowed to hold each other's hands with the prior permission of the Manager.
- We will, where possible, avoid going to places that are overcrowded.
- On outings, the children will wear high-vis jackets with the nursery logo on them.
- We will sensitively teach the children about the dangers of wandering off and talking to strangers.

If a child goes missing from their room, staff will:

- Alert the other staff member in the room to check if the child is hiding in the room;
- One staff member will take charge of the other children whilst the missing child is being searched for. The staff member searching will:
 - Check the front door is locked and the back gates are locked to ensure the child has not escaped from the setting
 - Use the intercom to check other playrooms and the kitchen and alert the Manager to assist with the search
 - Check the bathroom, kitchen & garden

If a child goes missing from the setting, staff will:

- Alert all other staff using the intercom system;
- Assemble all other children in the main room, leaving one staff member in charge of each age group. Use the TV to entertain the older children.
- Remaining staff, Manager and cook will search for the child, taking their own mobile phones to keep in contact.

If a child goes missing from the setting, for any length of time, this will be recorded on an incident form and the child's parents will sign this to say they have been informed of the details of incident.

PARENTS AS PARTNERS

At Hullabaloo we want to ensure that parents/carers have the opportunity to participate as partners in the planning and delivery of services to their children. Through this we aim to enable parents/carers to feel comfortable in at Hullabaloo.

Hullabaloo aims to do this by;

- o Communicating with parents daily, in person on arrival/ collection, through the children's books, sending photographs and updates by text/ What's App and through the monthly Parent Newsletter.
- o Ensuring that staff consult with and seek guidance from parents/carers when planning and implementing childcare practices and that parents/carers have the opportunity to review their children's progress on a regular basis with our staff.
- o Ensuring that the parents/carers are informed about the policies, procedures and guidelines of Hullabaloo. A copy of the Policy Handbook will be emailed to parents upon registration or following each policy review; parents will also be advised that the latest Policy Handbook is available on our website.
- o Seeking suggestions and feedback from parents through Customer Satisfaction Surveys. Acting upon reviews, complaints and other feedback given.
- o Keeping parents/carers up to date with any changes in the operation of the Hullabaloo, such as changes to the opening times or fee levels.

PLAY & LEARNING

The United Nations has recognised PLAY as a specific right for ALL children (Children Act 2006). Play provides the foundations for learning, socially, cognitively, physically and emotionally.

Hullabaloo adopts the following play principles:

Play	children learn to make sense of the world through play. We believe that "Play is essential for children's development, building their confidence as they learn to explore, to think about problems, and relate to others"
Learn	through play children learn and develop social and cognitive skills and develop a positive disposition to exploration, discovery and learning.
Achieve	Hullabaloo aims to ensure that all children benefit from a wide variety of play experiences to support them in achieving the outcomes outlined in 'Every Child Matters'.
Independence	Hullabaloo promotes and fosters independence in young children by developing close supportive relationships between children and staff, to support children individually to explore the learning environment safely

Play and the learning environment

Hullabaloo recognises that all children are individual and learn and develop in different ways and at different rates. We aim to ensure that individual child's needs are met through the following ways:

- o Staff will make regular observations of their children to assess their level of learning and development and also to find out about individual interests;
- o Observations will be used to plan play based activities that are appropriate to support and or extend the child's needs, interests and next steps;

- o Observations help practitioners to identify key learning moments and / opportunities for extending a child's understanding;
- o Child initiated play is encouraged and extended by adult observation and participation
- o A wide range of play based activities are available at all times both indoors and outdoors
- o Children will have some structured group time and will also be able to free flow across all areas of the during their session
- o Children will have lots of opportunities to benefit from outdoor learning, children benefit from a wide range on experiences out- doors
- o Children have the opportunity to be physically active, running, climbing, playing games etc.
- o Children are supported to explore the natural worlds in their own ways in their own time with sensitive support from the adults. There will be a balance of child led and adult led activities within the session
- o Children are encouraged to self -select activities and resources to support own learning
- o The following ratios are maintained to ensure the safety and well- being of all children attending, 1:3 0-2, 1:5 2-3, 1:8 3 years and above.

The Adult Role

The level of children's play rises when adults play with them. Adults in the setting help to promote independence and foster self confidence in the following ways:

- o Children are given plenty of time to explore the learning environment and the activities on offer
- o Adults use open ended questions to extend children's knowledge and understanding, for example, "how does, what if, what would?"
- o Staff will develop close and supportive relationships with the child so that they feel safe to explore the learning environment from a secure base;
- o Adults will frequently engage in sustained shared thinking, listening to their ideas, planning activities with the children, supporting and extending their learning by engaging in the 'thinking process' with them;
- o Adults in the setting will work in partnership with parents and/or carers to share information about the child's interests needs and progress. This is achieved through daily informal chats about the activities that day and if necessary a formal meeting if required;
- o Hullabaloo operates an 'open door policy' and parents are encouraged to be actively engaged in their child's learning through on-going dialogue
- o Adults role model positive attitudes towards play, learning and discovery;
- o All achievements are celebrated.

- Practitioners work closely together and will share information about children's needs and the effectiveness of play activities through regular open, honest and respectful communication, in order to provide continuity of care to the children.

Staff meetings are held regularly, in order for staff to share and discuss, ideas, plans and best practice. Up to date research on child development and learning is cascaded to all practitioners via the Manager who will provide a topical training session at such meetings . The Manager/Deputy Manager will provide staff with positive role models and will provide praise and / or constructive feedback to staff to ensure that staff understand the importance of play. All staff are encouraged to undertake training and CPD appropriate to their needs to ensure that all adults in the setting have appropriate knowledge about the importance of play and how they can support children's' play experiences effectively.

EQUIPMENT

We aim to regularly review, update and replace resources as necessary, to ensure variety and choice are available to the children .We provide a range of toys, equipment and resources that promote all areas of children's learning and development.

Resources are stored and displayed where children can freely access them and self- select as well as providing a range of adult led activities each week. We rotate some of the resources to ensure that all children have the opportunity to access a wide range of resources.

We plan and provide resources and play based activities based on staff observations of the children's interests to ensure that challenges are provided that meets the needs of all our children.

All resources and equipment are checked as they are put out and/or put away to ensure they are in good condition. Any broken, unsafe, equipment is disposed of and this is reported to the Manager or Deputy Manager. We endeavour to replace items as soon as possible.

Hullabaloo select resources, materials and equipment that promote positive images of all people that are non- discriminatory and avoid racial, gender or other stereotyping.

RECEIPT OF CASH

Parents may occasionally pay all or part of their fees in cash. Any staff member being given cash must follow the procedure below:

- Count the cash in front of the parent
- Write a receipt for the cash – the receipt book and a pen are available in the hall. Sign and date the receipt and write the child's name on it.
- Do not leave the parent's line of sight until the cash has been counted and receipt written. Once receipted, you are responsible for the cash until handover.
- Do not offer change – we do not keep cash on the premises. Any change will be given in the parent's next bill
- Give the cash and receipt book directly to Judith. If Judith is not on the premises give to Maureen or Katrina. The recipient will count the cash in front of you and take responsibility for it from this point.

- Do not leave the cash unattended at any time.

SAFEGUARDING CHILDREN

Principle

Hullabaloo is committed to safeguarding the well-being of children, promoting their rights and best interests. This policy outlines the protection of children by identifying clear instructions in accordance with the legislative framework of The Children (NI) Order 1995, taking into consideration the five main principles of The Order, the first being “the welfare of the child is paramount”.

Policy

Everyone at Hullabaloo who comes into contact with children and their families has a duty to safeguard and promote the well-being of children. At Hullabaloo, management, staff and students will work with children, parents or carers to ensure the rights and safety of children and to give them the very best start in life.

- Hullabaloo promotes children's right to be strong, resilient and listened to by creating an environment in our setting that encourages children to develop a positive self-image, which includes their heritage arising from their colour and ethnicity, their languages spoken at home, their religious beliefs, cultural traditions and home background.
- Hullabaloo promotes children's right to be strong, resilient and listened to by encouraging children to develop a sense of autonomy and independence.
- Hullabaloo promotes children's right to be strong, resilient and listened to by enabling children to have the self-confidence and the vocabulary to resist inappropriate approaches.
- Hullabaloo helps children establish and sustain satisfying relationships within their families, with peers, and with other adults.
- Hullabaloo works with parents/carers to build their understanding of, and commitment to, the principles of safeguarding all our children.

Procedure

In accordance with Trust Guidelines, Our Duty to Care and Social Services, at Hullabaloo we will endeavour to safeguard children as follows:

Key commitment 1

Hullabaloo is committed to building a culture of safety in which children are protected from abuse and harm in all areas of our service delivery.

Staff/Students/Trainees and Volunteers

- Our Designated Child Protection Officers are: Judith Winters, Maureen Campbell and Andrea Glenn.

At Hullabaloo we endeavour to ensure that:

- All staff and parents/carers are made aware of our safeguarding policy and procedures.
- Hullabaloo provides adequate and appropriate staffing resources to meet the needs of children.
- Candidates are informed of the need to carry out 'enhanced disclosure' checks with the current up to date vetting procedures before posts can be confirmed. No person will be placed in a position (either paid or unpaid) which involves contact with children without being properly and effectively vetted.
- Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information.
- The setting adheres to the Health and Social Care Trust requirements in respect of references and criminal record checks for staff/students/trainees and volunteers, to ensure that no disqualified person or unsuitable person works at the setting or has access to the children.
- Students/trainees/volunteers do not work unsupervised.
- Hullabaloo adheres to the relevant guidelines in respect of any person who is dismissed from our employment, or resigns in circumstances that would otherwise have led to dismissal for reasons of child protection concern.
- Hullabaloo has a procedure for recording the details of visitors to the setting.
- There are security steps in place to ensure that we have control over who comes into the setting so that no unauthorised person has unsupervised access to the children.

Key commitment 2

We are committed to responding promptly and appropriately to all incidents or concerns of abuse that may occur and to work with statutory agencies in accordance with the procedures that are set out.

Responding to suspicions of abuse

All those working with children are aware that abuse of children can take different forms – physical, emotional and sexual, as well as neglect. It is also recognised that sexual exploitation, female genital mutilation and domestic violence are also now deemed as forms of abuse.

Child sexual exploitation occurs where an individual/ group uses a power imbalance to coerce, manipulate or deceive a child into sexual activity in exchange for something the victim needs or wants, and/or for financial advantage or increased status of the perpetrator. The victim may have been sexually exploited even if the sexual activity appears consensual. The victim is never at fault even if some sort of exchange has occurred.

Female Genital Mutilation includes “all procedures that involve partial or total removal of the external female genitalia, or other injury to the female genital organs for non-medical reasons (World Health Organization).” Religious, social or cultural reasons are motivations given for FGM. FGM is a form of child abuse and violence against women and girls. It can have serious short and

long-term health and well-being implications. All staff have a responsibility to recognise the different types of abuse and to act in accordance with this policy.

- All staff are aware of the referral procedures for recording and reporting. Details are displayed on the flowchart in the hallway (flowchart available under Child Protection Procedure, above).
- When children are suffering from physical, sexual or emotional abuse, or may be experiencing neglect, this may be demonstrated through the things they say (direct or indirect disclosure) or through changes in their appearance, their behaviour, or their play.
- Where such evidence is apparent, the child's key worker/staff member makes a dated record of the details of the concern and discusses what to do with the setting leader who is acting as the designated person. The information is stored on the child's personal file.
- Hullabaloo will refer concerns to the Single Point of Entry team and co-operate fully in any subsequent investigation. Contact Regional Emergency Social Work Service if out of hours on 0800 197 9995.
- Those involved will take care not to influence the outcome either through the way they speak to children or by asking questions of children. The management team will use detailed procedures and a reporting format when making a referral to SPOE.
- Contact SPOE Team: 028 9442 4459
- Contact Early Years Link Social Worker/Early Years Team on 02893 315112.
- Where a child is already known to Social Services and has a social worker, we will contact them directly.

SPOE will refer to Gateway Team as necessary on 028 9442 4377

Recording suspicions of abuse

Where a child makes comments to a member of staff that give cause for concern (disclosure), or a member of staff observes signs or signals that give cause for concern, such as significant changes in behaviour, deterioration in general well-being, unexplained bruising, marks or signs of possible abuse or neglect, a member of staff will:

- Listen to the child, offer reassurance and give assurance that he/she will take action.
- Not question the child.
- Make a written record that forms an objective statement of the observation or disclosure that includes:
 - o the date and time of the observation or the disclosure;
 - o the exact words spoken by the child as far as possible;
 - o the name of the person to whom the concern was reported, with the date and time;
 - o the names of any other person present at the time.

These records are signed and dated and kept in the child's personal file which is kept securely and confidentially.

There is also a file in the office for concerns regarding children.

Making a referral to SPOE

- Hullabaloo will follow any procedures that the SPOE team has in place.
- Hullabaloo will also inform our link social worker that we have made a referral to the SPOE team.
- Where the child already has a social worker, Hullabaloo will contact them directly.
- Hullabaloo will retain a copy of any forms filled in for SPOE in the child's personal file.
- All staff are aware of the referral procedures for recording and reporting.

Informing parents

- Staff are NOT to inform parents
- DCPO will agree with SPOE what and when to tell the parents and the child
- There is potential that the parent or other relative could be the abuser

Liaison with other agencies

- Hullabaloo will work with the Health and Social Care Trust guidelines.
- All staff are familiar with what to do if they have concerns.
- Hullabaloo has procedures for contacting the Health and Social Care Trust on child protection issues, including maintaining a list of names, addresses and telephone numbers of social workers, to ensure that it is easy, in any emergency, for the setting and the Trust to work well together.
- Hullabaloo will notify the Health and Social Care Trust of any incident and any changes in our arrangements which may affect the well-being of children.
- If a referral is to be made to the SPOE team, Hullabaloo will act within the area's Safeguarding Children and Child Protection guidance in deciding whether we must inform the child's parents at the same time.

Allegations against staff

- Hullabaloo ensures that all parents know the complaints policy if they have concerns regarding the behaviour or actions of staff, students, trainees or volunteers within the setting.

- Hullabaloo will follow the guidance of the Health and Social Care Trust when responding to any complaint that a parent/carer has put forward.
- Hullabaloo will respond to any disclosure by children or staff that abuse by a member of staff, student or volunteer within the setting, by first recording the details of any such alleged incident.
- Management will refer any such complaint immediately to the SPOE team and the link social worker to investigate. Hullabaloo is aware that it is an offence not to do this.
- The Management of Hullabaloo will co-operate fully with any investigation carried out by the SPOE team/Early Years Team.
- Where the management team and Health and Social Care Trust agree it is appropriate in the circumstances, management will suspend the member of staff, volunteer or student, for the duration of the investigation. This is not an indication of admission that the alleged incident has taken place; but is to protect the staff as well as the children and families throughout the process.

Disciplinary action

Where a member of staff, student or volunteer has been dismissed due to engaging in activities that caused concern for the safeguarding of children, management will notify SPOE/Early Years and the Independent Safeguarding Authority of relevant information so that individuals who pose a threat to children (and vulnerable adults), can be identified and barred from working with these groups.

Key commitment 3

Hullabaloo is committed to promoting awareness of child abuse issues throughout child protection training for staff. Hullabaloo is also committed to empowering young children, through our curriculum, promoting their right to be strong, resilient and listened to.

Training

- Management will seek out training opportunities for all adults involved in the setting to ensure that they are able to recognise the signs and signals of possible physical abuse, emotional abuse, sexual abuse and neglect and that they are aware of the Health and Social Care Trust guidelines for making referrals.
- Management will ensure that all staff know the procedures for reporting and recording their concerns in the setting.
- Management will ensure that staff, volunteers and students are trained in Safeguarding Children/Child Protection in line with current regulations and this will be reviewed annually at staff appraisals where training needs can be identified.

Planning

The layout of each room allows for constant supervision. No child is left alone with a member of staff, student or volunteer in a one-to-one situation without being visible to others.

Curriculum

Hullabaloo introduces key elements of keeping children safe into our programme to promote the personal, social and emotional development of all children, so that they may grow to be strong, resilient and listened to and that they may develop an understanding of why and how to keep safe

Hullabaloo creates a culture of value and respect for every individual within the setting, having positive regard for children's heritage arising from their colour, ethnicity, languages spoken at home, cultural and social background. We ensure that this is carried out in a way that is developmentally appropriate for all children.

Confidentiality

All suspicions and investigations are kept confidential and shared only with those who need to know. Any information is shared under the guidance of the Health and Social Care Trust.

Support to families

Hullabaloo believes in building trusting and supportive relationships with families, staff, students and volunteers in the nursery. We make clear to parents our role and responsibilities in relation to child protection, such as for the reporting of concerns, providing information, monitoring of the child, and liaising at all times with the Health and Social Care Trust.

Hullabaloo follows child protection guidelines as set out by Health and Social Care Trust in relation to the setting's designated role and tasks in supporting that child and their family, parents or those who have parental responsibility for the child in accordance with Health and Social Care Trust guidelines subsequent to any investigation.

Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child in accordance with Health and Social Care Trust guidelines.

Understanding the Needs of Children in Northern Ireland (UNOCNI)

Hullabaloo is aware of the referral system of UNOCNI – Understanding the Needs of Children in Northern Ireland. The registering social worker and the Gateway Team will keep us informed of any changes and training available.

SECURITY OF THE SETTING

Principle

Hullabaloo has a commitment to the children, families, staff, students and volunteers who are in our care/involved in our setting, to ensure that safety is of utmost importance.

Policy

Hullabaloo has implemented this policy to ensure staff have the appropriate authority to exercise powers and carry out certain actions for which they are responsible. The management team can delegate particular powers to staff in the nursery. This enables the efficient running of Hullabaloo.

The primary responsibilities and accountabilities in relation to ensuring the security of the setting are shared amongst the staff and management team.

Procedure

There are various elements within this procedure, these have been laid out to ensure that appropriate measures are in place, these include:

Answering the Door

Hullabaloo will not allow access to the building to anyone who is unknown to the staff in the setting. Hullabaloo has a doorbell to have control over this. Students are not permitted to open the door.

If the nursery has pre-arranged visitors, all staff will be made aware of their attendance at the nursery. The visitors will be asked to sign in and out using the log book provided at the main door.

Children's personal files will specifically detail parent/carer and emergency contact details. This file also contains details of who can and cannot pick the children up. This file is kept on top of the medicine cabinet in the main room.

If there is a special circumstance where someone who is not on the register, but is collecting the child, parental consent must be provided along with the name of the person collecting, a photograph of them and their relationship to the child. Alternatively the parent can provide a password. The person collecting should provide identification or use the password that the parent has supplied.

At all times it must be adhered to that all external doors, exits and gates are locked and can only be opened from the inside by an adult during opening hours.

Garden Security

Staff will follow the risk assessment procedure and ensure that all maintenance issues are followed up as they occur to ensure security at all times e.g. if the latch on the front gate is broken and this gate leads to the main road from the outdoor play area.

At all times it must be adhered to that all external doors, exits and gates are locked and can only be opened from the inside by an adult during opening hours.

Building Security

The management team at Hullabaloo will assign responsibility for building security to staff who are last off the premises at night and first on the premises in the morning.

Staff are responsible for ensuring that at the beginning and end of each day that all doors and windows are closed and locked as appropriate and record this on the appropriate form.

At all times it must be adhered to that all external doors, exits and gates are locked and can only be opened from the inside by an adult during opening hours.

Room 3 Access

Staff are to always ensure that when children are present in Room 3, the cabin latch is on the door to ensure the children cannot leave the room unattended. Visitors to the room must knock to enter and staff inside the room will remove the latch to allow the door to be opened.

Information Security

The management team will ensure that all documentation is filed in accordance with our Data Protection Policy (see Confidentiality policy)

Lost keys

The management team must be made aware immediately if staff lose their key to the nursery. This could result in the staff member being asked to pay for the locks to be changed.

SETTLING-IN

At Hullabaloo we realise that attending nursery for the first time is a huge transition for both child and parent. We hope that the following steps make this as easy as possible for everyone concerned.

Once a child has been registered with Hullabaloo parents and staff should discuss how they feel the settling-in period will go. Parents will be advised of the 2 free sessions (9.30am-12.30pm). If parents feel their child may need more time then this can be arranged. Parents who have booked a place more than a month in advance are more than welcome to pop in with their child for 5-10 minutes once or twice a week until their settling in period.

During the 2 free settling-in session's parents can stay with their child for sufficient time so that the child feels settled and when the parent feels comfortable leaving their child. Children can bring a toy or comforter from home if it makes them feel more secure, however parents must be aware that sometimes these items can go astray. Every effort will be made to have these items in the child's bag at the end of the day but sometimes this is just not possible. Where possible the child's name should be on the item.

When settling, staff should discuss with parents how they would like their child to be comforted in the long term. Some parents may not want their child to have their soothers or "blankies" throughout the day. Staff should make arrangements with the parents so that this does not become an issue later on.

Toys/activities which the child is known to enjoy will be set out for the child arriving. This will make settling-in much easier. Parents can contact Hullabaloo at any time throughout the day to check on their child.

Settling in for Babies

You have taken the first step to your baby's independence by registering them with us. In order to ensure the easiest transition from home to nursery for you as parents and for your wee one, we have a few recommendations for you.

If your baby will have reached 10 months by the time they start nursery, it is helpful if he/she is able to sleep on their own in a cot. It is also helpful if they will take formula/ breast milk from a bottle.

Day 1 – what to expect

You will be asked to bring your baby for 2 free settling in sessions, usually arranged for the week before he/ she starts nursery. These are from 9.30-12.30 and will help us to get to know your child and help your child to settle in the nursery environment.

You will need to supply nappies (these can be stored in bulk in the nursery, and we will let you know when we are running low). You will also need to supply formula and sterilised bottles. Formula can be kept in nursery but you will need to supply sterilised bottles daily. A change of clothes should also be sent daily, along with any nappy creams and suncream and a sunhat in summer. You may also supply soothers and any comfort toys/ blankets your child is attached to, however we recommend you always have a spare at home!

Baby's Routine

We will ask you to provide information on your baby's daily routine, so that we can mirror it. It is also helpful if grandparents/ others involved in looking after your child follow the routine too!

Once your baby is around 18 months old, they will have grown out of having numerous sleeps per day and we will ease them into the nursery routine which is as follows:

- Breakfast on arrival
- Morning snack of toast & fruit
- Two course lunch
- Nap
- Afternoon snack – scones, pancakes etc

Around 24 months your little one will be walking and babbling and ready to transition to the toddler room! No doubt this seems like a long time away!

Contact

On starting nursery we will seek your written consent to take photographs of your child to send to you, use in displays, social media and our newsletter (consent is optional). If you consent to photographs being taken we can send you updates. Your child will be given a book in which staff will write details of their day such as naps, what they have eaten, nappies etc. We also email all parents our monthly newsletter which will contain photographs of the children's artwork, details of any special activities or outings and details of the theme and colour of the month along with whatever songs and rhymes we will be learning for the month ahead.

You can get in touch with us by telephone, text or What's App on 07907 19 85 95, or by email to hullabaloodaynursery@hotmail.co.uk if you are anxious or just want an update.

SLEEPING BAGS

At Hullabaloo we use sleeping bags for the children's nap time. The following procedures are in place to ensure all children are safe and free from harm.

- Children will be supervised at all times during nap times. If for any reason the member of staff needs to leave the room they will use the intercom system/ nursery phone to call another member of staff to take over supervision.
- Any cords or tags that the sleeping bags had at time of manufacture have been removed to prevent strangulation and choking.
- Zips are left open so that the children cannot over heat, become entrapped or suffocate.
- The sleeping bags are used on top of foam mats which provide comfort for the children.
- Each child has their own sleeping bag. This will be washed monthly or when needed. Parents should inform staff if their child has any particular allergies to washing powders.
- Children will be stripped down to their vests and pants/nappies to prevent overheating. Thermometers will be checked regularly so that the room doesn't become too warm and windows will be opened if this happens.
- No child under the age of 18 months will use a sleeping bag.
- Each child will be assessed individually on whether it is appropriate for them to use the sleeping bags

SMOKE FREE SETTING

The aim of this policy is to protect all employees, children and visitors from the exposure to second hand smoke and to comply with the Smoking (Northern Ireland) Order 2006, which was enforced by District Councils on 30th April 2007.

Second hand smoke has been scientifically proven to cause lung cancer and heart disease to non-smokers as well as many other illnesses and minor conditions (Report of the Scientific Committee on Tobacco and Health, Department of Health 1998).

Smoking is prohibited throughout the entire workplace and premises, with no exceptions.

Staff should not smoke in view of children, parents or visitors.

Employer Duties

- o To display No Smoking Signs as required by legislation.
- o To ensure employees, parents and visitors do not smoke in smoke-free places and vehicles.
- o To investigate complaints regarding employees, parents and visitors smoking.

Employees Duties

- o To ensure that they or others do not interfere with No Smoking signs.
- o To comply with the Smoke-Free Policy.
- o To ensure customers and visitors do not smoke in smoke-free places.
- o To report incidents of smoking in smoke-free areas.

Help For Those Who Smoke

This policy is not concerned with whether anyone smokes, but where they smoke and how it affects others. To help smokers deal with this they should contact the smoker's helpline on 0800 858585 who can advise of local support services.

Enforcement of this Policy

Failure to comply with this policy will be dealt with through the nursery's disciplinary procedure.

SOCIAL NETWORKING & IT USAGE

Hullabaloo may use social networking sites and its website to share nursery news and activities with parents and carers. Information posted is in the public forum and can be viewed by anyone. In order to protect the privacy of parents and children the following will always be adhered to:

- o Any social networking site which Hullabaloo participates in is the responsibility of Maureen Campbell and Judith Winters and only they can post on behalf of the nursery.
- o Photographs of children will be posted only with the prior written permission of the parent or carer, who will be advised that the information posted can be viewed by anyone.
- o Photographs of children will always be vetted prior to posting by Maureen/Judith to ensure that they are not inappropriate.
- o Hullabaloo will not identify the children by name, however this does not prevent parents or other users known to the child from identifying the child/children in any comments that they may make.
- o Hullabaloo staff are permitted to take photographs of children using only approved nursery equipment – currently Maureen or Judith's iPhones or the nursery iPhone.
- o Staff members are not permitted to use their own phone at any time other than lunch time. At all other times it is to be switched off and stored in a box in the Staff Room. Staff members are not permitted to comment on any photographs or interact with parents/other users on the nursery page.
- o Staff are permitted to like photographs.
- o Staff are not permitted to post on their own personal social networking pages any information or photographs which could be directly or indirectly linked to Hullabaloo Day Nursery. Staff are permitted to identify Hullabaloo as their employer if they wish.
- o Staff are fully aware of the requirements of this policy.

All references to "staff" relate to paid or unpaid staff members and students.

SPECIAL EDUCATIONAL NEEDS AND DISABILITY (SEND)

At Hullabaloo we believe that every child should have the best possible learning opportunities and we therefore promote inclusive practice. We recognise that some children have particular needs or

disabilities and we take specific action to support and encourage these children within our caring environment.

We enable all children to participate fully in learning activities and experiences by providing a curriculum that responds to the individual development of each child. We work closely with parents and other agencies to monitor the child's progress carefully and provide effective, additional support to meet the child's needs.

Our Aims

- To ensure that all staff, including students and volunteers are aware of the details of the SEND policy.
- To ensure that we are working with due regard to the current SEND code of practice.
- To identify the necessary provision and staff arrangements to meet the special needs of all children.
- To adapt, modify and develop activities through planning to ensure children can access all activities.
- To make flexible arrangements for additional adult support to enhance the social development and interaction of children.
- To ensure the physical environment is suitable for the child and make reasonable adaptations to suit the needs of the individual.
- To challenge inappropriate attitudes and practices.
- To promote diversity and difference and encourage children to value and respect others.

Our nursery Special Education Needs and Disabilities Co-Ordinator (SENDCO) is: Maureen Campbell, Deputy Manager.

SENDCO Responsibilities

- To ensure the aims of the SEND policy are reflected in the practice of the setting
- To ensure that the needs of all the children with a SEND are being included in all aspects of the nursery planning, practice and assessment.
- To maintain a special educational needs register and to keep up to date records on each child at each appropriate stage.
- To support staff and keep them well informed of developments in relation to SEND
- To ensure that all staff are aware of the procedures for identifying, assessing and making provision for children with a SEND
- To ensure staff development through staff training and course feedback at staff meetings.
- To ensure effective liaisons with parents and external agencies

- To support staff when writing Individual support plans (ISP) and Individual education plans (IEP) when appropriate and set realistic targets for the child.
- To set dates for evaluations and reviews, whilst working in partnership with parents, ensuring copies of all written reports are available to parents.
- To support staff when liaising with external agencies for example attending meetings and reviews.
- Undertake formal Progress Checks and Assessments of all children in accordance with the SEND Code of Practice.
- Staff will be sent on courses that support their roles as early year's practitioners. They are able to access specific courses designed to support them when working with children with a SEND, or medical needs.
- Staff are all made aware of the process of identifying a SEND child and are supported in their roles by the nursery SENDCO

Effective assessment of the need for early help

Local agencies should work together to put processes in place for the effective assessment of the needs of individual children who may benefit from early help services. Children and families may need support from a wide range of local agencies. Where a child and family would benefit from coordinated support from more than one agency (e.g. education, health, housing, police) there should be an inter-agency assessment. These early help assessments, such as the Common Assessment Framework, should identify what help the child and family require to prevent needs escalating to a point where intervention would be needed via a statutory assessment under the Special Educational Needs and Disability (NI) Order 2006 and the Special Educational Needs and Disability (NI) Act) 2016 and The Children (NI) Order 1995.

The early help assessment should be undertaken by a lead professional who should provide support to the child and family, act as an advocate on their behalf and coordinate the delivery of support services. The lead professional role could be undertaken by a General Practitioner (GP), family support worker, teacher, health visitor and/or special educational needs coordinator. Decisions about who should be the lead professional should be taken on a case by case basis and should be informed by the child and their family. The ascertainable wishes of the child should be considered in the light of their age and understanding*.

For an early help assessment to be effective:

The assessment should be undertaken with the agreement of the child* and their parents or carers. It should involve the child and family as well as all the professionals who are working with them;

A teacher, GP, health visitor, early years worker or other professional should be able to discuss concerns they may have about a child and family with a social worker.

A Graduated Approach

The observation and monitoring of children's individual progress will help identify any child with special educational needs or disability. If the developmental progress of a child gives rise to concern, the SENDCO will discuss this with their parent(s) and agree to implement an appropriate support strategy both at home and at Hullabaloo. The SENDCO will agree, in consultation with parents, the outcomes sought for the child, what will be put in place to achieve these, the expected impact and a clear date for review.

The SENDCO will prepare a written report of the child's strengths and weaknesses noting evidence for the concern and detail the agreed support strategy with timescales for review. Developmental checklists and Key Worker observations will form part of this assessment and may determine review timescales.

The child's Key Worker will implement the interventions or programmes as agreed. The early years practitioner (usually the child's key person) remains responsible for working with the child on a daily basis, but the SENDCO will provide support as deemed necessary.

The SENDCO will regularly evaluate the effectiveness of the support provided and agree any changes to outcomes and support in line with findings with parents.

Only in cases where the SENDCO has serious initial concerns about the child's development, or a disability has already been diagnosed will the SENDCO suggest the parent liaise with other professionals such as their GP, Health Visitor, Paediatrician or Social Worker. The SENDCO will keep appropriate records of any recommendations made or advice given to parents.

Working with children with Statements/EHCPs (Education health care plans) or specific medical needs

As an inclusive setting we ensure that children who have a statement are able to access the learning and development opportunities that they need to thrive. We work alongside both parents and external agencies to support the child.

The child will be observed in the setting by the SENDCO which will allow the key worker and management to discuss, with the parent, the specific needs of the child. In line with standard nursery policy they will have a period of settling-in sessions and during this time the Nursery SENDCO will liaise with any other professional that is already involved with the child.

The Nursery SENDCO, manager and staff team will work in partnership with professionals such as educational psychologists, physiotherapists, occupational therapists, speech and language therapists and any other relevant agency to ensure that the child has a specific plan in place to support learning. The nursery will take direction from these external agencies and will support the child through making reasonable adjustments to the setting where possible and obtaining resources that will aid development.

Where a child is going through the process of an assessment, the nursery will provide reports and evidence as necessary to the relevant agencies. We will provide detailed information regarding the child's progress within the curriculum and in other areas as required. We will work with parents and agencies to ensure the child is accessing the learning opportunities they need.

For children with specific medical needs we will work with parents and relevant agencies to develop a care plan, ensuring that all staff working with the child are aware of the medical condition and the procedures to be followed. We will make the necessary reasonable adjustments in line with the

relevant disability discrimination legislation. Staff will receive relevant training regarding the administration of medicines and the procedures to be followed, for example anaphylaxis training and the use of epi-pens to administer medication for those with allergies. Information regarding the medical need will be available within the child's base room and any new staff will be informed of this information as part of induction. Information such as dietary requirements will also be available within the food preparation area so that anyone preparing meals is aware of allergies.

Partnership with parents

The setting adopts a team around the child approach. Parents are valued as the child's first and foremost educator. We seek to build positive relationships with parents as partners and ensure time is made to meet and share information about the child's needs and strengths. This is done through the discussions between the child's key worker/ SENDCO/ Manager and parents and within the reviews that take place as part of the child's 'my support plan' monitor and review process.

We check that parents understand the graduated procedure of intervention and that they are aware of the stage their child is at and what support they can expect.

We respect the different perspectives and needs of the parents.

The SENDCO, management and staff ensure that there is a consistent communication and consultation with parents.

We consult with parents about information that should be shared with others.

Partnerships with External Agencies

Where it is decided there is a need to provide SEN support, and having consulted with the parents, the key person and the SENDCO, in consultation with the parent, will agree the outcomes they are seeking, the interventions and support to be put in place, the expected impact on progress, development or behaviour, and a clear date for review. Plans will take into account the views of the child, where this is appropriate to their understanding and ability.

The support and intervention provided will be selected to meet the outcomes identified for the child, based on reliable evidence of effectiveness, and provided by practitioners with relevant skills and knowledge. Any related staff development needs should be identified and addressed.

Parents will be involved in planning support and, where appropriate, in reinforcing the provision or contributing to progress at home.

Record keeping/Confidentiality/Consent

All records relating to the child's additional needs are held in a 'My Support Plan'. This record is held securely within the child's file.

Staff working with the child have access to support plans and other relevant documents as part of their working documentation.

Consent is obtained from parents before a 'My Support Plan' document is completed.

Parents are required to sign all written documentation relating to the additional need.

Written consent is obtained from parents prior to passing on copies of relevant paperwork to other professionals. A copy of all paperwork is kept within the child's file.

My Support Plan

Where it is determined that children need support for SEND, we will work in partnership with parents and other agencies to offer a package of support. This will begin with gathering relevant information such as needs, the views of the child, the views of the parents and information about support.

This information will be collated and documented in an individual 'My Support Plan'. Staff will utilize the 'My Support Plan' to document information, targets, and outcomes with regards to the child. These will be regularly reviewed in consultation with all agencies involved with the child and the parents. A flow chart of the process of implementing a 'My Support Plan' is overleaf.



My Support Plan flow chart of process



STAFF DEVELOPMENT & TRAINING POLICY

Hullabaloo Day Nursery recognises the importance of lifelong training and believes that all adults working with children should be committed to continuing learning and professional development. Hullabaloo will endeavour to support all staff in their further development.

To ensure this we:

- o Will encourage all adults who are working with the children to be trained to the highest level.
- o Believe that adult learning is a continuous process and value the variety of experience obtained from parents, staff and the wider community.
- o Will ensure staff undertake relevant and up to date training where appropriate.
- o Will encourage all staff to take responsibility for identifying their own training and personal development needs.
- o Will support all staff to continue to upgrade their knowledge by whatever means possible. This can include regularly attending Early Years Branch meetings, regular reading of relevant materials i.e. Nursery World, staff meetings, onsite training nights, attending short courses, cluster support etc.
- o Will provide support and supervision of staff on a regular basis.

STORAGE & USE OF DANGEROUS CHEMICALS

- o All chemicals will be clearly labelled.
- o Daily checks will take place to ensure caps/tops are fastened securely on all bottles.
- o Chemicals will not be mixed as this could cause the mixture to become toxic.
- o Daily checks will take place to ensure there have been no leaks or spillages. Spillages will be cleared up immediately.
- o All chemicals will be stored away from children's areas and foodstuff.
- o All chemicals should be returned to its proper storage after use.
- o Protective gloves and aprons should always be worn while using these chemicals.
- o Mops and cloths should be rinsed out after every use.

TRANSITIONING OF CHILDREN

Hullabaloo day nursery is set across two levels with three rooms. One room accommodates the 0-2 year olds, one room accommodates the 2-3 year olds and the third room accommodates the pre-school children. As we are a small setting, the children will get to know every member of staff and this helps with their transition to a new room.

The transitioning of a child to a new room will be based on their readiness, developmental needs, emotional and social needs and physical development. However, due to the restrictions contained within Minimum Standards, we are constrained by the child's age to a certain extent.

The current Key Worker or Room Supervisor will discuss with the child's parents, any changes coming up. The new Key Worker will be included in this dialogue. The parent's advice and opinions on the changes, and any anticipated difficulties will be sought.

The current Key Worker will pass on all relevant information to the new Key Worker, and this will include likes and dislikes, allergies, sleep times, soothers, observation records etc. The new Key Worker will pass this information on to the other staff within the new room.

The transition period may take a month to complete; this depends on the individual child. Children will be introduced to their new room gradually and the length of time in their new room will vary according to needs.

TRANSPORT OF CHILDREN & OUTINGS

Hullabaloo will use authorised vehicles for the transportation of children where parents/carers have given their prior written consent for their children to be transported by vehicle. This can include the transportation of children to and from Nursery School and/ or outings. We may also use public transport.

Policy

This policy is implemented to ensure that the health and safety of staff and children is paramount at all times.

Procedure

- o Records will be kept about vehicles in which children are transported during outings and school pick-ups. Details will include insurance and a list of named drivers who have been vetted.
- o A first aid kit will be taken on outings. Staff are also permitted to take a mobile phone for emergencies only. This should stay in the staff member's bag and must only be removed when necessary.
- o There will be appropriate insurance cover, vehicle road tax, MOT certificate (if required) and drivers will have an up to date driving licence.
- o Child safety seats or appropriate booster seats will be correctly installed and all children will wear seat belts.
- o All vehicles, including taxis and contracted vehicles, used to transport children are suitable for purpose and meet all current road traffic legislation.
- o A risk assessment will be carried out prior to going on an outing.
- o The safety of the children whilst in the vehicle is the responsibility of the driver.

USE OF TELEVISION

Hullabaloo has purchased a television to extend the range of media by which our children learn. However, we are mindful that busy parents often use screen time to allow them to run their household and we need to be careful of the amount of screen time we are exposing the children to whilst they are in our care. For this reason the following rules will apply:

1. Children under the age of 2 are not permitted to watch TV at Hullabaloo.
2. The TV is to be used for not more than 3 sessions per week, with each session lasting no more than 20 minutes. It is not to be used more than once in any day.
3. The TV is only permitted to be used during lunchtime (after the children have finished eating) or after 4pm so as not to disrupt planned play activities.
4. The TV CAN be used to play music CDs for planned musical activities. In this case the screen will be blank and Hullabaloo does not count this as screen time.
5. After each use, the TV is to be unplugged and the lead wrapped around the bracket, out of reach of the children.
6. The remote control will be kept in the office and should be returned to the office after each use.
7. Staff must record when the TV is being used in the diary in the main room, and the duration of use.
8. Children are to be properly supervised whilst watching TV.
9. Any children who do not want to watch TV are to be given an alternative activity and properly supervised whilst they undertake this activity.

Failure to comply with the instructions in the policy will result in the TV being removed.

WHISTLE BLOWING

‘Don’t think what if I’m wrong – think what if I’m right’

What is whistle blowing?

Hullabaloo is committed in delivering care of the highest possible standard. We welcome and encourage staff and trainees to come forward and voice any concerns about any aspects of Hullabaloo work so that they can be dealt with effectively. We want you to feel able to raise concerns within Hullabaloo without fear of reprisals, rather than overlooking a problem or discussing it with people outside the settings.

In many cases, concerns can be quickly resolved through the normal processes of informal conversations and staff meetings. The procedures in this policy are for more serious concerns which require further action. Employees and students must acknowledge their individual responsibilities to bring matters of concern to the attention of the manager Judith or the deputy manager Maureen. Although this can be difficult this is vital where the welfare of the children may be at risk.

As an employee or student you may be the first to realise that there may be something wrong within Hullabaloo. However you may not feel able to express your concerns because you feel that speaking up would be disloyal to your colleagues or to the nursery. You may also fear harassment or victimisation. In these circumstances it may be easier for you to ignore the concern rather than report it. These feelings however natural must never result in a child or young person continuing to

be unnecessarily at risk. Remember it is often the most vulnerable children who are targeted. These children need someone like you to safeguard their welfare.

What concerns should you raise?

Concerns that fall within a scope of the whistle blowing policy may be about something that:

- o Is unlawful or
- o Is against Hullabaloo policies or
- o Falls below established standard or practice, or
- o Amounts to improper conduct.

As an employee or student you have the right to raise concerns which could be about the actions of other employees or staff. Under Hullabaloo Health & Safety Policy you are expected to raise concerns about potential health and safety risks.

Self-reporting

There may be occasions when an employee has a personal difficulty, maybe a physical or mental problem, which they know may be impinging on their professional competence. Staff and students have a responsibility to discuss such a situation with the nursery management so that support can be offered to the member of staff concerned. Confidentiality cannot be guaranteed where personal difficulties raise concerns about the welfare or safety of children.

Before blowing the whistle you should consider the following:

- o The responsibility for expressing concerns about unacceptable practice or behaviour rests with all employees and students.
- o You should use staff meetings and other opportunities to raise questions and seek clarification on issues that concern you.
- o Whilst it can be difficult to raise concerns about the practice or behaviour of a colleague, you must act to prevent the problem getting worse to reduce potential risks to the health and safety of others, and to prevent yourself potentially being implicated.

Reasons for Whistle Blowing:

- o Each individual has a responsibility for raising concerns about unacceptable practice or behaviour.
- o to prevent the problem worsening or widening.
- o to protect or reduce risks to others.
- o to prevent being implicated yourself.

What Stops People from Whistle Blowing:

- o Starting a chain of events which spirals
- o Disturbing the work or project
- o Fear of getting it wrong
- o Fear of repercussions or damaging careers
- o Fear of not being believed.

Whistle blowing Procedures

How to raise a concern:

As a first step, you should normally raise concerns with either the Manager, Judith, or the Deputy Manager, Maureen. Ideally you should put your concerns in writing, stating clearly that you are raising your concerns via the whistle blowing policy. You should include:

- o The background and history of the concerns.
- o Names, dates and places where possible.
- o The reasons why you are particularly concerned about the situation.
- o Your name and title.

If you do not feel able to put your concern in writing, you can telephone and arrange to meet either manager off site. You will not be expected to prove the truth of any allegation, but you will need to demonstrate to the person who you contact that there are sufficient grounds for your concerns. The earlier you express a concern, the easier and sooner if it is possible for Hullabaloo to take action.

What happens next?

Once you have raised a concern the manager or deputy will give you information on the nature and progress of any enquiries, they will also;

- o take action to protect you from harassment or victimisation.
- o do their best to protect your identity if you do not want your name disclosed (although this might not be possible in all cases, especially if a signed statement is needed from you in order to address the concern via another procedure, e.g. the disciplinary procedure).
- o take no action against you if you raise a concern in good faith that is later confirmed to be unfounded.

Hullabaloo will make initial enquiries (usually involving a meeting with you) to decide whether an investigation is required and what form it should take.

For example, the matter raised may:

- o be resolved simply without the need for further investigation
- o be investigated internally by the manager

- o be referred to the police
- o form the subject of an independent inquiry

Concerns or allegations that raise issues covered by other Hullabaloo policies will normally be addressed under those procedures e.g. health & safety, child protection.

Within 10 working days of your concern being received, the person receiving the concern will send you a written response acknowledging that the concern has been received indicating how they propose to deal with the matter and giving an estimate of how long it will take to provide a final response, and/or indicating whether any initial enquiries have been made, and whether further investigations will take place, or explaining the reasons for not investigating further if that is the decision and/or indicating when you can expect to receive further details, if the situation is not yet resolved

If your concern, once investigated, is confirmed as unfounded, Hullabaloo will deem the matter to be concluded and will not expect you to raise the matter via another procedure unless new evidence becomes available.

If there is clear evidence that you have deliberately made a malicious or false statement, disciplinary action may be taken against you.

If you are not happy with the response that you receive, you may wish to raise the matter with NHSCT – Carrickfergus Tel 028 9331 5112 or a solicitor.

If you raise a concern externally it is your responsibility to ensure that confidential information is not disclosed, i.e. you must not hand over confidential information, in whatever format, to a third party.

