

EMERSON VALLEY PLAYGROUP T/AS THE WENDY HOUSE
POLICIES and PROCEDURES

INDEX

Page 2	ADMISSIONS POLICY
Page 2	SETTLING IN POLICY
Page 3	PARENTAL INVOLVEMENT POLICY
Page 4	HEALTH, SAFETY & HYGIENE POLICY (Procedures)
Page 8	STAFFING AND EMPLOYMENT POLICY
Page 9	STUDENT PLACEMENT POLICY
Page 10	SNACK, LUNCH and DRINK POLICY
Page 10	COMPLAINTS POLICY
Page 12	CONFIDENTIALITY POLICY
Page 13	SPECIAL EDUCATIONAL NEEDS and DISABILITY POLICY
Page 14	EQUALITY AND DIVERSITY POLICY
Page 15	SAFEGUARDING CHILDREN POLICY
Page 19	BEHAVIOUR MANAGEMENT POLICY
Page 21	UNCOLLECTED CHILD POLICY
Page 22	MISSING CHILD POLICY
Page 22	OUTDOOR PLAY PROCEDURE
Page 23	PRIVACY NOTICE

Please note:

1. Where reference is made to “parents”, this also includes carers/other adults with parental responsibility.
2. That “we” can also be read as “the playgroup”.

Our policies contain the rules required for running the setting in a way which complies with the requirements of the Early Years Foundation Stage and Ofsted registration and should be adhered to.

Our policies and procedures are continually monitored and are reviewed at least once a year and updated as necessary.

EMERSON VALLEY PLAYGROUP T/AS THE WENDY HOUSE **POLICIES and PROCEDURES**

ADMISSIONS POLICY

This policy was adopted by The Wendy House on 7th March 2023

It is our intention to make our playgroup genuinely accessible to children and families from all sections of the community. We will:

- Operate a waiting list.
- Admit children into playgroup at the age of three years using the criteria shown below. If space is available then children may be admitted at two years.
- Describe the playgroup and its practices in terms which make it clear that it welcomes fathers and mothers, other relations and other carers, including childminders and people from all cultural, ethnic, religious and social groups, with and without disabilities.
- Make our equality and diversity policy widely known.
- Consult with families about the opening times of the playgroup to avoid excluding anyone.
- Admit a child with special/additional needs, and endeavour to take measures to accommodate them.
- Be flexible about attendance patterns to accommodate the needs of individual children and families.

Admissions Criteria

1. Children who are three and above.
2. Children who live in Emerson Valley, Furzton or Tattenhoe (the defined area).
3. Children of staff, working at this playgroup.
4. Children with siblings still in attendance or who have attended in the past.
5. Children with medical, social or exceptional educational needs.
6. Children living outside the defined area.
7. Children who are two.

Allocation of Spaces/Sessions Criteria

1. Children will initially be allocated a minimum of two sessions per week. Requests for only one session per week may be made, but will only be granted with the permission of the Playgroup Manager. Requests for further sessions/change of sessions will be on a waiting list basis and preference will be given to those children who are in their last academic year before starting school.
2. Once children have been admitted to the group, additional sessions requested from the waiting list will be allocated before any admissions for new children are sent.
3. Normally the group will allocate up to a maximum of five sessions (15 hours) per child per week. After this number, then any requests for additional sessions above this will only be considered when all other requests/admissions for that academic term have been dealt with.
4. If a child is entitled to additional funding up to 30 hours (from September 2017), then the playgroup will try to accommodate parent(s) requests up to an initial maximum of 12 children.

SETTLING IN POLICY

This policy was adopted by The Wendy House on 7th March 2023

We want children to feel safe, stimulated and happy in the playgroup and comfortable with staff. We also want parents to have confidence in both their children's wellbeing and their role as active partners with the playgroup.

Aim

We aim to make the playgroup a welcoming place where children settle quickly and easily because consideration has been given to the individual needs and circumstances of children and their families. In order to achieve this we will:

EMERSON VALLEY PLAYGROUP T/AS THE WENDY HOUSE **POLICIES and PROCEDURES**

- have a key working system in place in accordance with the Welfare Requirements of the Early Years Foundation Stage.
- the key person will be responsible for collating developmental records/Learning Journey, reflecting the full picture of the child at playgroup.
- the key person encourages positive relationships between all children, spending time with them each day.
- encourage parents to visit the playgroup with their children during the weeks before an admission is planned if they wish. We try to operate an “open door” policy, or will do this by appointment.
- make it clear to families from the outset that they will be supported in the playgroup for as long as it takes to settle their child here.
- reassure parents whose children seem to be taking a long time settling into the playgroup.
- encourage parents, where appropriate, to separate from their children for brief periods at first, gradually taking time away from their child, increasing this as and when the child is able to cope.
- younger children will take longer to settle in, as will children who have not previously spent time away from home. Children who have had a period of absence may also need their parent to be on hand to re-settle them.
- we reserve the right not to accept a child into the playgroup without a parent or carer if the child finds it distressing to be left. This is especially the case with very young children.
- introduce new families into the group on a staggered basis, for example two new children a session for a week rather than ten new children all at once.
- encourage children to use the toilet by themselves. It is not this groups policy to observe them and assist unless the child asks for this, or the parent has stated that assistance may be required for a short period.
- when a child with special/additional needs is unable to settle at the group, it will be suggested that a parent or carer stays until a time when all are confident that the child is happy to be left. Should it be deemed necessary, one particular member of staff shall be assigned to that child, providing a bond between staff member and child is apparent. If necessary, a weekly review will be conducted by the Special Educational Needs Co-Ordinator (SENCO), assigned member of staff and the Manager. The parent will also be invited to attend.
- when a child appears not to be forming relationships with any member of staff, a staff member shall be assigned to that child for a short period.
- use a variety of ways to provide parents with information. These include written information (including our information pack and policies and a privacy notice), Facebook, information boards and individual meetings with parents on request.

PARENTAL INVOLVEMENT POLICY

This policy was adopted by The Wendy House on 7th March 2023

Parents are the first and most important educators of their young children. We believe that children benefit most from early years education and care when parents and the playgroup work together in partnership.

Our aim

- To support parents as their children’s first and most important educators.
- To involve parents in the life of the playgroup and their children’s education.
- To support parents in their own continuing education and personal development

In order to fulfil these aims we will:

- not exclude any child, who may, for any reason, not yet be toilet trained and who may still be wearing nappies or equivalent. We will work with parents towards toilet training, unless there are medical or other developmental reasons why this may not be appropriate at the time.
- have means to ensure all parents are included – that may mean we have different strategies for involving fathers or parents who work or live apart from their children.

EMERSON VALLEY PLAYGROUP T/AS THE WENDY HOUSE **POLICIES and PROCEDURES**

- ensure ongoing communication with parents to improve our knowledge of the needs of their children and to support their families.
- make all new parents aware of the group's systems and policies
- encourage and support parents to play an active part in the governance and management of the playgroup.
- ensure that all parents have opportunities to contribute from their own skills, knowledge and interests to the activities of the group and to welcome the contributions of parents, whatever form these may take.
- involve parents in shared record keeping about their own child, either formally or informally.
- ensure that parents have the opportunity to be informed on a regular basis about their child's progress.
- ensure parents have access to their children's written records.
- ensure that all parents are fully informed about meetings, and to hold such meetings at times and in venues that enable those wishing to attend the opportunity to do so.
- display any relevant notices/information.
- inform all parents of the systems for registering queries, complaints and that we welcome any suggestions made.
- provide opportunities for parents to learn about what goes on in their child's playgroup.

HEALTH, SAFETY & HYGIENE POLICY (Procedures)

This policy was adopted by The Wendy House on 7th March 2023

The health and safety of young children is of paramount importance. We make our playgroup a safe and healthy place for children, parents, staff and volunteers.

Risk Assessment

Safety sweeps on premises, both indoors and outside, are made at the start of each day/session. Where more than five staff and volunteers are employed the risk assessment is written and reviewed regularly.

Our risk assessment process includes:

- assessing the level of risk and who might be affected.
- checking for hazards, faulty equipment and risks on the premises both indoors and outside, and in our activities and procedures for both children and adults;
- deciding which areas need attention; and
- developing an action plan which specifies the action required, the timescales for action, the person responsible for the action and any funding required.

A full risk assessment (including fire safety) is carried out every six to twelve months.

Insurance Cover

We have public liability insurance and employers' liability insurance. A copy of the Employers Liability certificate is displayed in the entrance hall.

Awareness raising

- Health and safety training is included in the staff handbook/folder, and is discussed regularly at staff meetings.
- We have a no smoking/vaping policy.
- Children are made aware of health and safety issues through discussions, planned activities and routines.
- Children will have the opportunity to play in the fresh air throughout the year. We therefore recommend that all children should bring sun hats to playgroup during warm weather. If protective sun cream is required then this must be applied by the parent/ carer – the staff are not responsible for this. Separate arrangements can be made by parents with the "person in charge" for children who attend for more than four hours in a day. Children should bring a coat, hat and gloves/mittens during colder weather.

EMERSON VALLEY PLAYGROUP T/AS THE WENDY HOUSE **POLICIES and PROCEDURES**

Children's safety and security

- Only persons who have been checked for criminal records by an enhanced disclosure from the Disclosure & Barring Service (DBS) and if required are registered with Ofsted (Office for Standards in Education) as child carers have unsupervised access to the children, including helping them with toileting.
- All children are supervised by adults at all times, except when children go to the toilet. Staff are deployed in appropriate numbers for adequate supervision of all children, and changes are made as appropriate, depending on where the majority of children are located.
- Whenever children are on the premises at least two adults are present.
- All staff are aware of the systems in operation for the safe arrival and departure of the children and a member of staff will be at the door during these periods.
- A register of children will be taken at the beginning of each session. This is vital in case of emergency evacuation.
- The arrival and departure times of adults – staff, volunteers and visitors- are recorded.
- Our systems prevent unauthorised access to our premises.
- Our systems prevent children from leaving our premises unnoticed.

Buildings and garden

- all electrical/gas equipment conforms to safety requirements and is checked regularly.
- Low level windows are made from materials which prevent accidental breakage or are made safe.
- We take precautions to prevent children's fingers from being trapped in doors.
- All floors are checked daily to ensure they are clean and not uneven or damaged.
- Children do not have unsupervised access to kitchens – cooking activities are supervised at all times.
- In the kitchen all surfaces are clean and non-porous and there are separate facilities for hand washing and washing up.
- Cleaning materials and other dangerous materials are stored out of children's reach.
- Outdoor area and equipment are checked for safety before use and the area is securely fenced.
- All outdoor activities are supervised at all times.

Hygiene

- We receive information from the Environmental Health Department and Public Health England to ensure that we keep up-to-date with the latest recommendations.
- Our daily routines encourage the children to learn about personal hygiene including washing hands after using the toilet.
- We implement good hygiene practices by:
 - cleaning tables between activities;
 - checking toilets regularly;
 - wearing protective clothing as appropriate e.g. aprons and disposable gloves;
 - providing sets of clean clothes. Spare laundered pants, and other clothing, available in case of accidents and polythene bags available in which to wrap soiled garments. Parents are to wash and return these please.
 - providing tissues and wipes. The children are encouraged to blow and wipe their noses when necessary. Wipes, paper towels and tissue are disposed of appropriately.
 - encouraging children to shield their mouths when coughing.
 - children with pierced ears are not allowed to try on or share each other's earrings.
 - fabrics contaminated with bodily fluids will be placed in a plastic bag, the handle tied and then handed back to parent/carer for cleaning.
 - we promote the oral health of children attending the setting.

Activities

- All materials (including paint and glue) are non-toxic.
- Sand is clean and suitable for children's play.
- Children learn about health, safety and personal hygiene through the activities we provide and the routines we follow.

EMERSON VALLEY PLAYGROUP T/AS THE WENDY HOUSE **POLICIES and PROCEDURES**

Animals in the Playgroup

Children learn about the natural world, its animals and other living creatures, as part of the Early Years Foundation Stage curriculum. This may include contact with animals, or other living creatures, either in the playgroup or in visits. We aim to ensure that this is in accordance with sensible hygiene and safety controls. Children will wash their hands after contact with animals.

Food and drink

- all staff handling food have received up to date training in Food Hygiene.
- We purchase all our food and drink from reputable known suppliers e.g. dairies and major supermarkets. This is either delivered directly to the River Valley Centre or transported in appropriate carrying receptacles (cool bag/box if necessary). It is then stored in the cupboard allocated to the playgroup. Items requiring refrigeration are placed in the fridge.
- All food and drink is stored appropriately.
- Adults do not carry open hot drinks through the play area(s) and do not place hot drinks within reach of children.
- Snack and meal times are appropriately supervised and children do not walk about with food and drinks.
- Snacks provided by the playgroup will be healthy, balanced and nutritious.
- Fresh drinking water from the cold tap is available to the children at all times.
- We operate systems to ensure that children do not have access to food/drinks to which they are allergic.

Each adult will:

- always wash hands under running water before handling food and after using the toilet.
- never cough or sneeze over food.
- use different cleaning cloths for kitchen and toilet areas.
- prepare raw and cooked food in different areas.
- wash fresh fruits and vegetables thoroughly before use.
- refrigerator to be kept at 5°C or below during playgroup hours.

Outings and visits

- The playgroup has a written procedure (please ask if you would like to see this).
- Parents always sign consent forms before outings.
- A full risk assessment (this does not need to be in writing) for each type of outing is carried out before the outing takes place, including an assessment of required adult: child ratios, which will be adjusted so that the ratios are smaller where necessary.
- Our adult to child ratio for outings is high.
- A minimum of two staff should accompany children on outings even where parent volunteers are assisting and a minimum of two staff should remain behind with the rest of the children. (The adult:child ratio for school transition visits may vary.)
- Staff take a mobile phone on outings and a mini first aid pack. The amount of equipment will vary and be consistent with the venue and the number of children as well as how long they will be out for.
- The children are appropriately supervised to ensure no child gets lost and that there is no unauthorised access to children. Should a child become lost, then we would follow our Missing Child Policy/Procedure (see page 21).

Fire Safety

- Fire doors are clearly marked, never obstructed and easily opened from inside.
- Smoke detectors/alarms and fire fighting appliances conform to BS EN standards, and are fitted in appropriate high risk areas of the building and are checked as specified by the manufacturer.
- Our emergency evacuation procedures are explained to new members of staff and practiced regularly. The procedure will be explained to the children prior to the practice.
- Records are kept on our premises of fire drills and the servicing of fire safety equipment.

EMERSON VALLEY PLAYGROUP T/AS THE WENDY HOUSE

POLICIES and PROCEDURES

Emergency Lockdown

-If an incident (including emergency alerts from the Government) happens the setting manager acts quickly to assess the likelihood of immediate danger. In most cases the assumption will be that it is safer to stay put and pace the setting in "lockdown" until the emergency services arrive. As soon as the emergency services arrive at the scene staff comply with their instructions.

-Our emergency lockdown procedures are known by the staff.

-In the event of an incident it is inevitable that parents will want to come to the setting and collect their children immediately. They will be discouraged from doing so, until the emergency services give the "all clear". Staff will always act on the advice of the emergency services.

-Records of any lockdown incidents will be completed.

First aid and medication

-Most staff have a current paediatric first aid training certificate (relevant to infants and young children) and at least one member of staff with a current certificate is on the premises or on an outing at any one time. Training is updated at least every three years.

-Our first aid kit;

-complies with the Health and Safety (First Aid) Regulations 1981;

-is regularly checked by a designated member of staff and re-stocked as necessary;

-is easily accessible to adults;

-is kept out of the reach of children.

-At the time of admission to the playgroup, parents' written consent for emergency medical advice or treatment is sought. Parents sign and date their written approval.

-Our Accident Book is kept safely and accessibly, all staff know where it is kept and how to complete it, and it is reviewed regularly.

-Ofsted and the local office of the Health and Safety Executive are notified of any injury requiring treatment by a General Practitioner or hospital, or the death of a child or adult.

-We meet our legal requirements for the safety of our employees by complying with RIDDOR (the Reporting of Injury, Disease and Dangerous Occurrences Regulations).

-Children taking prescribed medication must be well enough to attend the playgroup.

-While it is not policy to care for sick children, who should be at home until they are well enough to return to the playgroup, We will agree to administer medication (prescribed and non-prescribed) as part of maintaining their health and well-being or when they are recovering from an illness. We will normally only accept these when it is to be administered more than three times a day. It must be in date and for the current condition. The playgroup will not administer medicines containing aspirin, unless it has been prescribed for that child by a doctor.

-Children's medication, including prescribed drugs are stored in their original containers, are clearly labelled, with the child's name and instructions and are inaccessible to the children. They are stored in a clear lidded box, on the countertop in the kitchen (locked away when the setting is closed) and in normal circumstances will only be administered by the playgroup's manager, deputy or SENCO's. Medicines stating that they require refrigeration will be kept in the fridge.

-Parents give prior written permission for the administration of medication. The administration is recorded accurately each time it is given and parents sign the record book to acknowledge the administration of all oral medicine given. Any asthma inhalers must be surrendered to a member of staff so they may be kept in a safe place. If the inhaler is required then this must be administered in the presence/or with the assistance of a member of staff. Any administration of medicine must be with regard to the rules of the playgroups Insurance Policy and therefore if the Manager feels that it is inappropriate for the playgroup staff to administer the medication, then parents are asked to respect his/her wishes.

-If any child has a specific medical need which requires individual training or support, then the playgroup will seek out the appropriate specialist knowledge and training in order to support that child for one or more members of staff.

-if a child needs life saving medication and invasive treatments, then the playgroup will require additional documentation and training to satisfy and cover our insurance requirements.

EMERSON VALLEY PLAYGROUP T/AS THE WENDY HOUSE **POLICIES and PROCEDURES**

Sickness

- Ofsted is notified of any infectious diseases which a qualified medical person considers notifiable, and Public Health England will be contacted and we will act on any advice given (www.gov.uk/phe)
- Parents are asked to keep their children at home if they have any infection/temperature/unwell, and to inform the playgroup as to the nature of the infection so that we can alert other parents, and make careful observations of any child who seems unwell.
- If a child becomes ill during playgroup hours, then depending upon the severity of the child's condition, either the parent or other nominated persons will be called, or emergency medical care will be sought. The child will always be made as comfortable as possible and comforted if visibly upset or unhappy.
- After diarrhoea and/or vomiting parents are asked to keep children home for 48 hours.
- Members of staff who have had diarrhoea will not return to work for 48 hours.
- If the children of playgroup staff are unwell, the children will not accompany their parents/carers to work in the playgroup.
- Cuts or open sores, whether on adults or children, may be covered with sticking plaster or other dressing.
- Parents are notified if there is a case of headlice at the playgroup. Children with nits and/or headlice are not excluded, but must be treated to remedy the condition (Parent(s) will be informed discreetly if a member of staff sees that a child has headlice).

Manual Handling

Adults are provided with guidance about the safe storage, movement, lifting and erection of large pieces of equipment.

Records

We meet the legal requirements for the storing and sharing of information.

In accordance with the Early Years Foundation Stage, we keep records of:

- adults authorised to collect children from the playgroup;
- the names, addresses and telephone numbers of emergency contacts in case of children's illness or accident;
- the allergies, dietary requirements and illnesses of individual children (if necessary we will complete a risk assessment);
- the times of attendance of children, staff, volunteers and visitors;
- accidents and incidents – (The interpretation of what constitutes and whether it is an accident or incident, is down to the discretion of the person in charge at the session when the event occurs, e.g. minor squabbles are not recorded.)

STAFFING AND EMPLOYMENT POLICY

This policy was adopted by The Wendy House on 7th March 2023

Statement of intent

We provide a high staffing ratio to ensure that children have sufficient individual attention and to guarantee care and education of a high quality. Our staff are appropriately qualified and are checked for criminal and other records through the Disclosure & Barring Service (DBS) in accordance with statutory requirements.

Methods

- Our adult to child ratio complies with the requirements of the Early Years Foundation Stage.
- A minimum of two staff/adults are on duty at any one time.
- We hold regular staff meetings to undertake curriculum planning and to discuss children's progress, their achievements and any difficulties which may arise from time to time.
- We work towards offering equality of opportunity by using non-discriminatory procedures for staff recruitment and selection.

EMERSON VALLEY PLAYGROUP T/AS THE WENDY HOUSE **POLICIES and PROCEDURES**

- All staff have job descriptions which set out their staff roles and responsibilities.
- We welcome applications from all sections of the community. Applicants will be considered on the basis of their suitability for the post, regardless of marital status, age (18 and over), gender, gender reassignment, disability, pregnancy and maternity, culture, religious belief, ethnic origin or sexual orientation. Applicants will not be placed at a disadvantage by imposing conditions or requirements which are not justifiable.
- Staff must have a sufficient understanding and use of English to ensure the well-being of children.
- All managers/persons in charge will hold a relevant level 3 qualification as a minimum.
- We provide staff induction training in the first six months of employment. All policies and procedures will be introduced within an induction plan.
- We support the work of our staff by holding regular supervision meetings and appraisals and encouraging continued professional development.
- We are committed to recruiting, appointing and employing staff in accordance with all relevant legislation and best practice.
- We use Ofsted guidance on obtaining references and enhanced criminal record checks through the DBS for staff and volunteers who will have substantial access to children. The playgroup has separate policies on The Recruitment of Ex-Offenders and on the Handling and Safekeeping of Disclosure Information. Please ask if you would like to see these.
- Training opportunities are available to all staff, both paid and volunteer members, through various routes.

STUDENT PLACEMENT POLICY

This policy was adopted by The Wendy House on 7th March 2023

This playgroup recognises that qualifications and training make an important contribution to the quality of the care and education provided by early years settings. As part of our commitment to quality, we offer placements to students undertaking early years' qualifications and training and placements from schools for pupils on work experience.

- We supervise students under the age of 18 years at all times and do not allow them to have unsupervised access to children.
- Students who are placed in our playgroup on a short term basis are not counted in our staffing ratios. Students who are placed for longer periods - for example, a year - may be counted in our staffing ratios provided we consider them to be competent and responsible. They must be over 18 and undertaking a relevant qualification.
- We take out employers' liability insurance and public liability insurance which covers both trainees and voluntary helpers.
- We require students to keep to our Confidentiality Policy.
- We co-operate with students' tutors in order to help students to fulfill the requirements of their course of study.
- We communicate a positive message to students about the value of qualifications and training.
- We ensure that students placed with us are engaged in bona fide early years' training which provides the necessary background understanding of children's development and activities.
- The needs of the children are paramount. Students will not be admitted in numbers which hinder the essential work of the playgroup.
- Students conducting individual child studies will obtain written permission from the parents of the child to be studied.
- Unless registered as fit persons (DBS checked), students will not have unrestricted access to children.
- We require students in our setting to have sufficient use of English to contribute to the well-being of children in our care.

EMERSON VALLEY PLAYGROUP T/AS THE WENDY HOUSE **POLICIES and PROCEDURES**

SNACK, LUNCH and DRINK POLICY

This policy was adopted by The Wendy House on 7th March 2023

The sharing of refreshments plays an important part in the social life of the playgroup. Eating represents a social time for children and adults and helps children to learn about healthy eating.

- Before a child starts playgroup, we find out from parents their children's dietary needs from their completed and signed daycare record, including any allergies.
- Information about an individual child's dietary needs is displayed so that staff and volunteers are fully informed about them.
- We organise lunch and snack times so that they are relaxed opportunities for social interaction in which children and staff participate. A variety of balanced and nutritious snacks are provided including a healthy option e.g. fruit. Children always wash their hands before eating.
- We use meal and snack times to help children to develop independence through making choices and feeding themselves.
- We have fresh drinking water from the cold tap constantly available for the children. They can ask for water at any time during the session/day.
- We inform parents who provide lunch for their children about appropriate preparation and contents of a lunch box/bag, and recommend the use of an "ice-pack" for lunch boxes/bags. These are stored in a cool place.
- Children are not allowed to share and swap their food with one another in order to protect children with food allergies.
- For children who drink milk, we provide whole and pasteurised milk.

COMPLAINTS PROCEDURES

This policy was adopted by The Wendy House on 7th March 2023

We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and we welcome suggestions on how to improve our group at any time.

We believe most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the playgroup and parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.

We have a set of procedures for dealing with concerns about the running of playgroup which aims to bring them to a satisfactory conclusion for all of the parties involved.

To achieve this, we operate the following complaints procedure.

Making a complaint

Stage 1

- Any parent who has a concern about an aspect of the playgroup's provision talks over their worries and anxieties with the playgroup Manager.
- Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the playgroup Manager/Deputy/Keyworker.
- For parents who are not comfortable with making written complaints, there is a template form for recording complaints; the form may be completed with the person in charge and signed by the parent.

EMERSON VALLEY PLAYGROUP T/AS THE WENDY HOUSE **POLICIES and PROCEDURES**

- The playgroup stores written complaints from parents in a secure location.
- When the investigation into the complaint is completed, the playgroup Manager or Chair meets with the parent to discuss the outcome.

All settings are required to keep a “summary log” of all complaints that reach Stage 2 or beyond. This is to be made available to parents as well as to Ofsted inspectors. At this stage the outcome of any investigation will be dealt with, within 28 days of receiving the complaint.

Stage 3

- If the parent is still not satisfied, then he/she is entitled to appeal the outcome verbally or in writing to the setting manager who will pass the matter on to trustees for further investigation, who will respond to the parent within a further 14 days.
- If the complainant believes that the matter has not been resolved and there has been a breach of the EYFS requirements they are entitled to make a complaint to Ofsted. The manager will assist in any complaint investigation as well as in producing documentation that records the steps that were taken in response to the original complaint.
- The setting manager ensures that parents know they can complain to Ofsted by telephone or in writing at any time. Please see below.

The role of the Office for Standards in Education, Children's Services & Skills (Ofsted) and the Local Safeguarding Partners and the Information Commissioners Office

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.

The address and telephone number of Ofsted is: Applications, Regulatory and Contact (ARC) Team, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD or telephone: 0300 123 1231

Please check our notice board for details relating to Ofsted.

If a child appears to be at risk, our playgroup follows the procedures of the Local Safeguarding Children Board in our local authority.

In these cases, both the parent and playgroup are informed and the playgroup Manager works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint followed by appropriate action.

The Information Commissioners Office (ICO) can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising your concern with us. For further information about how we handled your data, please refer to the Privacy Notice given to you when you registered your child at our setting. The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or ico.org.uk

Ofsted complaints record

- Legislation requires settings to keep a record of complaints and disclose these to Ofsted at inspection, or if requested by Ofsted at any other time.

- The record of complaints is a summative record only.

A record of complaints will be kept for at least 3 years.

- In all cases where a complaint is upheld a review will be undertaken by the owners/directors/trustees to look for ways to improve practice where it is required.

EMERSON VALLEY PLAYGROUP T/AS THE WENDY HOUSE
POLICIES and PROCEDURES

CONFIDENTIALITY POLICY

This policy was adopted by The Wendy House on 7th March 2023

The playgroup's work with children and families will sometimes bring us into contact with confidential information.

We aim to ensure that all parents and carers can share their information in the confidence that it will only be used to enhance the welfare of their children. We have record keeping systems in place that meet the legal requirements: the means that we use to store and share that information takes place

within the framework of the General Data Protection Regulations (2018) and the Human Rights Act (1998). Parents may sometimes share information about themselves or their child with other parents as well as staff. The playgroup cannot be held responsible if information is shared beyond those parents with whom the person has 'confided in'.

Methods

To ensure that all those using - and working in - the playgroup can do so with confidence, we respect confidentiality in the following ways.

- Parents have ready access to the developmental records of their own children but do not have access to information about any other child. Other personal records we hold may only be seen by a parent or person with parental responsibility, when a request is received in writing made to the playgroup manager/leader. Before any records are divulged, the permission of any third parties involved must be requested.
- Staff will not discuss personal information given by parents with other members of staff, except where it affects planning and caring for the child's needs. Staff induction includes an awareness of the importance of confidentiality.
- Any concerns/evidence relating to a child's personal safety are kept in a secure, confidential file and are shared with as few people as possible on a "need-to-know" basis.
- Personal information about children, families and staff is kept securely whilst remaining as accessible as possible. This information is locked away when playgroup is closed (see Privacy Notice).
- The law requires that the information we hold must be held for a legitimate reason and must be accurate (see our Privacy Notice). If a parent says that the information we hold is inaccurate, then the parent has a right to request for it to be changed. However, this only pertains to factual inaccuracies. Where the disputed entry is a matter of opinion, professional judgement, or represents a different view of the matter than that held by the parent, we retain the right not to change that entry, but we can record the parent's view of the matter. In most cases, we would have given a parent the opportunity at the time to state their side of the matter, and it would have been recorded there and then.
- Issues to do with the employment of staff, whether paid or unpaid, remain confidential to the people directly involved with making personnel decisions.
- Students when they are observing practice in the playgroup are advised of our confidentiality policy and are required to respect it.
- Any persons joining and/or attending management committee meeting will keep confidential any matters discussed with regard to individual children/families. These children/families are not named.
- We are aware of our responsibilities under the Data Protection Legislation and where relevant the Freedom of Information Act 2000.

All the undertakings above are subject to the safety and well-being of the child. Please see also our policy on Safeguarding Children.

The legal framework for this policy is:

- General Data Protection Regulations (GDPR) (2018)
- Human Rights Act (1998)

EMERSON VALLEY PLAYGROUP T/AS THE WENDY HOUSE
POLICIES and PROCEDURES

SPECIAL EDUCATIONAL NEEDS and DISABILITY POLICY (SEND)

This policy was adopted by The Wendy House on 7th March 2023

The following policy forms part of our Local Offer

The playgroup provides an environment in which all children are supported to reach their full potential. This playgroup offers care for any child regardless of need, ability or disability, and shall put into place measures to ensure that such children experience all aspects of playgroup life. Parents and carers are usually the best people to understand their child's needs, however parenting can be challenging. Parents themselves deserve support when they request it. Asking for help at this playgroup will be seen as a sign of responsibility rather than as a parenting failure.

We aim to;

- Have regard to the Special Educational Needs and Disability Code of Practice 0-25 years 2015 (DfE & DoH).
- Include all children, including those with SEN and disabilities in our provision.
- Identify the specific needs of children with SEN/disabilities and meet those needs through a range of strategies.
- Work in partnership with parents and other agencies in meeting individual children's needs.
- Monitor and review our policy, practice and provision and if necessary, make adjustments

Methods

-We designate a member of staff to be Special Educational Needs Co-ordinator (SENCO) and give his/her name to parents (named in the "Information for Parents" pack). Our SENCO will work with all our staff to ensure our SEND provision is relevant and appropriate.

-We ensure that the provision for children with SEN/disabilities is the responsibility of all members of the playgroup.

-We ensure that our physical environment is as far as possible suitable for children with disabilities.

-We work closely with parents of children with SEN/disabilities to create and maintain a positive partnership.

-A parental consent form will be signed by the parent and group before any action is taken.

-We ensure that parents are informed at all stages of the assessment, planning, provision and review of their children's education.

-We use a system for keeping records of the assessment, planning, provision and review for children with SEN/disabilities.

-If it is felt that a child's needs cannot be met then further resources (human or financial) will be sought.

-The group shall offer care for any child who has an advanced level of learning. An individual assessment shall be carried out and planning adapted to suit their needs.

-We work in partnership/liase with parents and other agencies including therapists, health visitors, psychologists, social workers and paediatricians. This can include other Early Years settings and schools where a child will be transferring to or have transferred from.

-Our staff attend whenever appropriate in-service training on special needs arranged by other professional bodies. When appropriate we direct parents towards any training opportunities offered.

-We use the graduated approach system for identifying, assessing and responding to children's special educational needs. This means using a step-by-step response through the various levels of intervention which are discussion of a concern, targeted support, specialist support and Education Health and Care Plan (EHC). Our SENCO will explain how children's individual needs can be met by planning support using a written plans, FACT/FACT+, EHC or Health Care Plan.

EMERSON VALLEY PLAYGROUP T/AS THE WENDY HOUSE **POLICIES and PROCEDURES**

EQUALITY AND DIVERSITY POLICY

This policy was adopted by The Wendy House on 7th March 2023

Our playgroup is committed to providing equality of opportunity and anti-discriminatory practice for all children and families. We aim to provide a secure environment in which all our children can grow, flourish and develop and include and value the contribution of all families. We will not tolerate behaviour from any individual who demonstrates a dislike and/or prejudice (directly or indirectly) towards any other person.

The legal references for this policy is:

- Equality Act 2010
- Special Educational Needs and Disability Code of Practice (2014)
- Children & Families Act (2014)
- General Data Protection Regulation 2018
- Disability Equality Duty 2011
- Prevent Strategy 2015

Admissions

Our playgroup is open to all families and we have an admissions policy dedicated to this issue.

-We do not discriminate against a child or their family, or refuse entry to our playgroup on the basis of ethnicity, culture or religion, home language, family background, learning difficulties or disabilities, gender or ability.

-We ensure that all parents are made aware of our equality and diversity policy.

-We develop an action plan to ensure that people with disabilities, special educational needs or learning difficulties can participate successfully in the services offered by the playgroup and in the curriculum offered.

- The playgroup accepts children who are not fully toilet trained and will work with parents to accomplish this.

Employment

-Long term posts are advertised and all applicants are judged against explicit and fair criteria.

-The applicant who best meets the criteria is offered the post, subject to references and checks by the Disclosure & Barring Service. This ensures fairness in the selection process. All job descriptions include a commitment to equality and diversity as part of their specifications.

-We follow our legal responsibilities including the fair and equal treatment of staff regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The Curriculum

The curriculum offered in the playgroup encourages children to develop positive attitudes about themselves as well as other people who are different from themselves. It encourages children to empathise with others and to begin to develop the skills of critical thinking. We do this by:

-Ensuring that children have equality of access to learning.

-Celebrating a wide range of festivals, without indoctrination into any specific faith

-Helping children to understand that discriminatory behaviour and remarks are hurtful and unacceptable.

-Ensuring that the curriculum offered is inclusive of children with special educational needs and children with disabilities or learning difficulties.

-Ensuring that children whose first language is not English have full access to the curriculum and are supported in their learning.

-Activities and the use of play equipment offer children opportunities to develop in an environment free from prejudice and discrimination. Appropriate opportunities will be given to children to explore, acknowledge and value similarities and differences between themselves and others.

EMERSON VALLEY PLAYGROUP T/AS THE WENDY HOUSE **POLICIES and PROCEDURES**

- Resources will be chosen to give children a balanced view of the world and an appreciation of the rich diversity of our multi-racial society.
- Materials will be selected to help children to develop their self-respect and to respect other people by avoiding stereotypes and derogatory pictures or messages about any group of people.

Valuing Diversity in Families

The playgroup recognises that many different types of family successfully love and care for children. Our aim is to show respectful awareness of all events in the lives of the children and families in the playgroup, and in our society as a whole, and to welcome the diversity of backgrounds from which they come.

- We encourage parents/carers to take part in the life of the playgroup and to contribute fully.
- We offer a flexible payment system for families of differing means.
- If possible, information will be clearly communicated in as many languages as necessary.

Bilingual/multilingual children and families are an asset. They will be valued and their languages recognised and respected in the playgroup.

British Values

We promote the fundamental British Values of democracy, rule of law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs, and these are embedded in the 2021 EYFS.

The Prevent Strategy - under the Counter-Terrorism and Security Act 2015 we also have a duty "*to have due regard to the need to prevent people from being drawn into terrorism*":

www.gov.uk/government/publications/protecting-children-from-radicalisation-the-prevent-duty

We also have regard to the Prevent duty guidance for England and Wales 2015.

Food

We work in partnership with parents to ensure that the medical, cultural and dietary needs of the children will be met.

Meetings

Meetings are arranged to ensure that all families who wish to may be involved in the running of the playgroup. Information about meetings is communicated by email.

SAFEGUARDING CHILDREN POLICY

This policy was adopted by The Wendy House on 7th March 2023

Statement of intent

Our playgroup wants to work with children, parents and the community to ensure the rights and safety of children and to give them the very best start in life.

Aims

Our aims are to:

- promote children's right to be strong, resilient and listened to.
- create an environment in our playgroup which encourages children to develop a positive self image, regardless of race, language, religion, culture or home background;
- help children to establish and sustain satisfying relationships within their families, with peers, and with other adults;
- encourage children to develop a sense of autonomy and independence;
- enable children to have the self confidence and the vocabulary to resist inappropriate approaches; and
- work with parents to build their understanding of and commitment to the principles of safeguarding children.

EMERSON VALLEY PLAYGROUP T/AS THE WENDY HOUSE **POLICIES and PROCEDURES**

The legal references for this work is:

Primary legislation

- Children Act (1989 – s47)
- Protection of Children Act (1999)
- The Children Act (2004 - s11)
- Care Act (2014)
- Counter-Terrorism and Security Act 2015
- Safeguarding Vulnerable Groups Act (2006)
- Children and Social Work Act (2017)
- General Data Protection Regulations (GDPR) (2018)
- Data Protection Act 2018
- Modern Slavery Act 2015
- Sexual Offences Act (2003)
- Serious Crime Act (2015)
- Criminal Justice and Court Services Act (2000)
- Human Rights Act (1998)
- Equalities Act (2006) and Equalities Act (2010)
- Disability Discrimination Act (1995)
- Freedom of Information Act (2000)

Secondary Legislation

- What to Do if You are Worried a Child is being Abused (HMG, 2015)
- Statutory Framework for the Early Years Foundation Stage 2021
- Working Together to Safeguard Children (HMG, 2018)
www.gov.uk/government/publications/working-together-to-safeguard-children
- Prevent Duty for England and Wales (HMG, 2015)
- Keeping Children Safe in Education 2018
- Education Inspection Framework (Ofsted 2019)
- The framework for the assessment of children in need and their families (DoH 2000)
- The Common Assessment Framework (2006)
- Statutory guidance on the inter-agency working to safeguard and promote the welfare of children (DfE 2015)

Further Guidance

- The Common Assessment Framework (CAF) - guide for practitioners/managers (CWDC 2010)
- MKSB (Milton Keynes Safeguarding Board)
- Disclosure & Barring Service (DBS) - www.gov.uk/disclosure-barring-service-check
- Information Sharing: Advice for Practitioners (Dfe 2018)
- The Team Around the Child (TAC) and the Lead Professional (CWDC 2009)

Liaison with other agencies

-We work within the Local Safeguarding Partners (LSPs) (Milton Keynes Safeguarding Board) guidelines and staff and parents can refer to and view this at their website address being -

www.mktogether.co.uk

-We have a copy of “What to do if you are worried a child is being abused” for parents and staff and all staff are familiar with what to do if they have concerns.

-We notify the registration authority (Ofsted) of any incident or accident and any changes in our arrangements which affect the wellbeing of children.

-We have procedures for contacting the local authority on safeguarding children issues and concerns about children’s welfare, including maintaining a list of telephone numbers of the Multi Agency Safeguarding Hub (MASH).

EMERSON VALLEY PLAYGROUP T/AS THE WENDY HOUSE

POLICIES and PROCEDURES

-The telephone number of the National Society for the Prevention of Cruelty (NSPCC) is also kept.

-If a referral is to be made to the local authority Children's Services Department, we act within the LSPs (made up of the Local Authority, Clinical Commissioning Group and the Chief of Police) guidance in deciding whether we must inform the child's parents at the same time.

Methods

Staffing and volunteering

-We have a designated member of staff who coordinates child protection issues (please refer to "Information for Parents"), who have up to date Safeguarding training. If that person is not on site, then we would normally have a suitably trained named deputy available. Safeguarding issues and concerns are discussed at staff meetings. All permanent members of staff undertake basic child protection training. The nominated officer from the Management Committee (normally the Chair) oversees this work.

-All staff understand that safeguarding is their responsibility.

-We provide adequate and appropriate staffing resources to meet the needs of children.

-Applicants for posts within the playgroup are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974. Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information.

-We inform all staff that they are expected to disclose any convictions, cautions, court orders or reprimands and warnings which may affect their suitability to work with children (whether received before or during their employment with us).

-We abide by Ofsted requirements in respect of references and Disclosure & Barring Service checks for staff and volunteers, to ensure that no disqualified person or unsuitable person works at the playgroup or has access to the children.

-Staff must not be under the influence of alcohol or any other substance which may affect their ability to care for children. If staff are taking medication that may affect this ability, they should seek medical advice and gain confirmation/evidence from a medical professional that the medication is unlikely to impair staff from their ability to care for the children.

-Volunteers do not work unsupervised.

-We abide by the Safeguarding of Vulnerable Groups Act (2006) requirements 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.

-We have procedures for recording the details of visitors to the playgroup.

-We take security steps to ensure that we have control over who comes into the playgroup so that no unauthorised person has unsupervised access to the children.

- The staff have details of the groups Whistleblowing procedure in the Staff Handbook (each member has a copy), and the telephone number is displayed on the Noticeboard.

-All personal mobile phones/camera equipment/other personal recording devices are kept away from areas with children whenever possible, either in a locked cupboard, or in a storage box in the kitchen, unless there has been prior agreement by the Management Committee for the use of such equipment for the benefit of the setting. Parents and visitors are requested not to use their mobile phones whilst on the premises

-Photographs or recordings of children are taken on equipment and/or memory cards/sticks belonging to the setting. and if we have written permission to do so.

- All Staff understand their responsibilities under the General Data Protection Regulations and the circumstances under which they may share information about you and your child with other agencies.

Training

All staff undertake basic safeguarding training to ensure that they are able to recognise the signs and symptoms of possible physical abuse, emotional abuse, sexual abuse and neglect and so that they are aware of the local authority guidelines for making referrals. We ensure that all staff know the procedures for reporting and recording their concerns in the playgroup. Safeguarding is discussed and updated as necessary at every staff meeting.

EMERSON VALLEY PLAYGROUP T/AS THE WENDY HOUSE **POLICIES and PROCEDURES**

Planning

The layout of the room allows for constant supervision. Where children need to spend time away from the rest of the group they are always within sight or hearing.

Allegations against staff

- We ensure that all parents know how to complain about the behaviour or actions of staff and volunteers within the playgroup, which may include an allegation of abuse.
- We ensure that all staff, volunteers and anyone else working in the setting knows how to raise concerns that they may have about the conduct or behaviour of other people including staff/colleagues.
- We differentiate between allegations and concerns about the quality of care or practice and complaints and have a separate process for responding to complaints.
- We follow the guidance of the Local Safeguarding Partners when responding to any complaint that a member of staff or volunteer has abused a child.
- We respond to any disclosure made by children or staff of abuse by someone else at the playgroup, by first recording the details of any such alleged incident. All alleged incidents are looked into immediately, referred to the designated lead without delay – even if the person making the allegation later withdraws it.
- Low level concerns about the conduct of staff, students or volunteers are shared with the designated lead and are recorded. The lead will make a final decision on how to respond and will escalate if necessary to the LADO. If the result/decision is unclear then the designated lead should contact the LADO for clarification. In most instances, low level concerns about staff conduct can be addressed through supervision, training, or disciplinary processes where an internal investigation may take place.
- All allegations (unless a low level concern) will be referred to the Local Authority Designated Officer (LADO) on telephone number 01908 254307 so that they can investigate. After consultation with the LADO and with his/her input, then alleged incidents and the measures taken at this stage will also be referred to OFSTED on telephone number 0300 123 1231.
- We co-operate entirely with any investigation carried out.
- Where a member of staff or volunteer has been dismissed/resigned due to engaging in activities that caused concern, we will notify the DBS. Any allegations will still be investigated.

Responding to suspicions of abuse

- We acknowledge that abuse of children can take different forms - physical, emotional, sexual and neglect.
- When children are suffering from physical, sexual or emotional abuse, or experiencing neglect this may be demonstrated through changes in their behaviour, or in their play. Where such changes in behaviour occur, or where children's play gives cause for concern, the playgroup investigates.
- We allow investigations to be carried out with sensitivity. Staff in the playgroup take care not to influence the outcome either through the way they speak to children or ask questions of children.
- All such suspicions and investigations will be kept confidential, shared only with those who need to know.
- We ensure that all staff have an understanding and are aware of other factors that arise from SEN and/or disabilities. We understand that these children provide additional barriers when recognising the signs of abuse and neglect.

Disclosures

Where a child makes a disclosure to a member of staff, that member of staff:

- offers reassurance to the child;
- listens to the child;
- gives reassurance that she or he will take action.

The member of staff does not question the child, although it is okay to ask questions for the purpose of clarification.

Recording suspicions of abuse and disclosures

Staff make a record of:

- The child's name;
- The child's address;
- The age of the child;

EMERSON VALLEY PLAYGROUP T/AS THE WENDY HOUSE **POLICIES and PROCEDURES**

- The date and time of the observation or the disclosure;
- An objective record of the observation or disclosure;
- The exact words spoken by the child as far as possible;
- The name of the person to whom the concern was reported, with date and time; and
- The names of any other person present at the time.

These records are signed and dated and kept in a separate confidential file.

Informing Parents

Parents are normally the first point of contact. If a suspicion of abuse is recorded, parents are normally informed at the same time as the report is made, except where the guidance of the Local Safeguarding Partners does not allow this. This will usually be the case where the parent is the likely abuser. In these cases, the investigating officers will inform parents.

There are circumstances where information is shared without consent to safeguard children. Information can be shared without consent if a member of staff is unable to gain consent, cannot reasonably be expected to gain consent, or gaining consent places a child at risk. If a parent withholds consent, this information is included on any referral made. Parents will be told that the referral is being made beforehand (unless to do so may place a child at risk of harm)

We are prepared to take action if we have concerns about the welfare of a child who fails to arrive at a session when expected. The designated person will take immediate action to contact the child's parent to seek an explanation for the child's absence and be assured that the child is safe and well. If no contact is made with the child's parents and the designated person has reason to believe that the child is at risk of significant harm, the relevant professionals are contacted immediately and LSPs procedures are followed. If the child has current involvement with social care the social worker is notified on the day of the unexplained absence.

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 Local Safeguarding Partners, and in line with the GDPR, Data Protection Act (2018) and Working Together (2018)

Support to families

- The playgroup takes every step in its power to build up trusting and supportive relationships among families, staff and volunteers in the group.
- The playgroup continues to welcome the child and the family whilst investigations are being made in relation to any alleged abuse.
- Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child only if appropriate under the guidance of the Local Safeguarding Partners.
- With the proviso that the care and safety of the child is paramount, we do all in our power to support and work with the child's family.

BEHAVIOUR MANAGEMENT POLICY

This policy was adopted by The Wendy House on 7th March 2023

Statement of intent

Our playgroup believes that children flourish best when they know how they are expected to behave and should be free to play and learn without fear of being hurt or unfairly restricted by anyone else.

Aim

We aim to provide an environment in which there is acceptable behaviour and where children understand and learn to respect themselves, other people and their environment.

EMERSON VALLEY PLAYGROUP T/AS THE WENDY HOUSE **POLICIES and PROCEDURES**

Methods

- We have a named person who has overall responsibility for issues concerning behavior. Please see "The Playgroup Staff" list.
- We require all staff, volunteers and students to provide a positive model of behaviour by treating children, parents and one another with friendliness, care and courtesy.
- We require all staff, volunteers and students to use positive strategies for handling any inconsiderate behaviour by helping children find solutions in ways which are appropriate for the children's ages and stages of development - for example, distraction, praise and reward.
- We praise and endorse considerate behaviour such as kindness and willingness to share.
- We avoid creating situations in which children receive adult attention only in return for inconsiderate behaviour.
- We recognise that codes for interacting with other people vary between cultures and require staff to be aware of - and respect - those used by families of the playgroup.
- Children will never be sent out of the room by themselves to an unsupervised area, except to use the toilet.
- We never use physical punishment, such as smacking or shaking. Children are never threatened with these.
- We do not use techniques intended to single out and humiliate individual children.
- We only use physical restraint, such as holding, to prevent physical injury to children or adults and/or serious damage to property.
- Children who behave in socially unacceptable ways will be given one-to-one adult support in seeing what was wrong and working towards a better pattern. This might be achieved by a period of "time out" with an adult.
- In any case of inconsiderate behaviour, it will always be made clear to the child or children in question that it is the behaviour and not the child that is unwelcome.
- Adults will not shout, or raise their voices in a threatening way, unless the safety of a child is in question.
- We handle children's unacceptable behaviour in ways which are appropriate to their ages and stages of development - for example by distraction, discussion or by withdrawing the child from the situation.
- We work in partnership with children's parents. Parents are regularly informed about their children's behaviour. We work with parents to address recurring inconsiderate behaviour, and to decide jointly how to respond appropriately.
- Adults will be aware that some kinds of behaviour may arise from a child's special needs.
- Any occasion where physical intervention is used to manage a child's behaviour will be recorded on a Physical Intervention record sheet and the parents informed on the same day.

Bullying

Bullying involves the persistent physical or verbal abuse of another child or children. We take bullying very seriously.

Rough and tumble play and fantasy aggression

- We recognise that rough and tumble play is normal for young children and acceptable within limits. We regard this sort of play as pro-social and not as problematic or "aggressive".
- From time to time the young children at this group engage in imaginative play that has aggressive and/or dramatic themes e.g. weapon play, shooting, blowing up. These often involve themes that refer to 'goodies and baddies' and as such offer opportunities for us to explore the concepts of right and wrong. We also have systems in place to contain this type of play that are agreed with the children and understood by them, with acceptable behavioural boundaries to ensure all children are not hurt.

EMERSON VALLEY PLAYGROUP T/AS THE WENDY HOUSE
POLICIES and PROCEDURES

UNCOLLECTED CHILD POLICY

This policy was adopted by The Wendy House on 7th March 2023

Statement of intent

In the event that a child is not collected by an authorised adult at the end of a playgroup session/day, we put into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child.

Aim

In the event that a child is not collected by an authorised adult, we will ensure that the child receives a high standard of care in order to cause as little distress as possible. We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

Procedures

1. Parents of children starting at the playgroup are asked to provide specific information which is recorded on our Daycare Record. This includes:
 - home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour's or a close relative;
 - contact details are requested for at least two authorised adults who live within the Milton Keynes area.
 - names and relationships of adults who are authorised by the parents to collect their child from playgroup, for example a childminder or grandparent. A password system is in place.
2. Parents are informed that if they are not able to collect the child as planned, they must inform us immediately so that we can begin to take back-up procedures. We provide parents with our contact telephone number.
3. If a child is not collected at the end of the session/day, then after 10-15 minutes we adopt the following procedures:
 - The adults who are detailed on the Day Care Record and whose telephone numbers are recorded on the form are contacted;
 - All reasonable attempts are made to contact the parents/carers, for example a neighbour is contacted or another member of staff may visit the child's home;
 - The child stays at the playgroup in the care of two DBS checked members of staff, until the child is safely collected;
 - If we are unable to contact anyone and after the full 30 minutes has passed and the child has not been collected, then the playgroup will telephone the Multi Agency Safeguarding Hub (MASH) and ask the Duty Officer for further instructions. (phone numbers 01908 253169 or 01908 253170). If the MASH is unavailable, we will contact the local police.
 - A full written report of the incident is recorded; and
 - Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
 - Ofsted may be informed.

EMERSON VALLEY PLAYGROUP T/AS THE WENDY HOUSE **POLICIES and PROCEDURES**

MISSING CHILD POLICY/PROCEDURE

This policy was adopted by The Wendy House on 7th March 2023

In the unlikely event that we suspect that a child has gone missing, then all the children will be gathered together immediately and a headcount will be taken. The Manager/setting leader will designate a member of staff to search the premises. Staff will keep calm and not let the other children become anxious or worried. If a child is lost/missing, then both the parents and the police will be contacted.

This procedure will not take longer than five minutes.

The Manager/setting leader will contact the Management Committee chair to report the incident. An investigation will be carried out with the management team where appropriate, and an incident report will be written. The setting will contact other organisations as needed on a case by case basis and Ofsted will be informed in all cases.

This policy/procedure also applies to Outings and Visits (see page 6)

OUTDOOR PLAY PROCEDURE

This procedure was adopted by The Wendy House on 7th March 2023

This playgroup allows children to access the outside play area and garden all through the year. If your child is not well enough to go outside, then please keep them at home. Any concerns regarding this should be addressed to the Manager/person in charge.

Aims

Our aims are:

- to allow children to explore a larger environment and to have play opportunities in different weather conditions.
- to enable children to be able to take appropriate risks through challenging play and given opportunities to work out what is not safe and what they should do when faced with a risk.
- to let children have access to more physical activities and therefore encourage them to keep fit and active, leading to a healthier lifestyle.

Methods

- Children will be encouraged to wear appropriate clothing e.g. coats when cold, sun hats when warm.
- The playgroup will encourage the children to bring named Wellington Boots on a daily/weekly basis. Children who are able to change into Wellington Boots will be able to access the whole of the garden area in all weather conditions (the playgroup will store the Boots in an appropriate place, but cannot be held responsible for any Boots left whilst playgroup is not on the premises).
- In warmer weather, we advise that sun protection cream of at least Factor 30 is applied before bringing their child to playgroup (the staff do not apply sun cream). We advise that shoulders are covered and ask that sun hats are worn outside at all times.
- In extreme weather conditions access will be restricted. At other times e.g. when raining/artificial grass is too wet, play may be confined to the undercover and/or paved area.
- Free play between outside and inside is encouraged and a door between both spaces will normally be left open.
- Adult deployment will allow for adequate supervision of both outside and inside areas.
- The playgroup will be aware of any children with any Special Educational needs/disabilities and if necessary, make concessions to allow for equality of opportunity.

Access to the outside and the use, storage and/or placement of outside equipment is with the agreement and co-operation of the Management Committee of the River Valley Centre. This playgroup must work within the rules of this Community Centre and respect the fact that it is shared with other members of the community.

EMERSON VALLEY PLAYGROUP T/AS THE WENDY HOUSE **POLICIES and PROCEDURES**

Privacy notice

Emerson Valley Playgroup T/AS The Wendy House's Privacy Notice

Emerson Valley Playgroup T/AS The Wendy House River Valley Centre, White Horse Drive, Emerson Valley, Milton Keynes, MK4 2AS Contact : Anne Blake - Administrator on behalf of the Management Committee

Introduction

We are committed to ensuring that any personal data we hold about you and your child is protected in accordance with data protection laws and is used in line with your expectations.

This privacy notice explains what personal data we collect, why we collect it, how we use it and how we protect it.

What personal data do we collect?

We collect personal data about you and your child to provide care and learning that is tailored to meet your child's individual needs. We also collect information in order to verify your eligibility for free childcare as applicable.

Personal details that we collect about your child include:

- your child's name, date of birth, address, health and medical needs, development needs, and any special educational needs

Where applicable we will obtain child protection plans from social care and health care plans from health professionals.

We will also ask for information about who has parental responsibility for your child and any court orders pertaining to your child.

Personal details that we collect about you include:

- your name, home and work address, phone numbers, emergency contact details, and family details, email addresses

This information will be collected from you directly in the registration form/daycare record.

If you apply for up to 30 hours free childcare, we will also collect:

- your national insurance number or unique taxpayer reference (UTR), if you're self-employed. We may also collect information regarding benefits and family credits that you are in receipt of.

Why we collect this information and the legal basis for handling your data

We use personal data about you and your child in order to provide childcare services and fulfil the contractual arrangement you have entered into.

This includes using your data to:

- contact you in case of an emergency
- to support your child's wellbeing and development
- to manage any special educational, health or medical needs of your child whilst at our setting
- to carry out regular assessment of your child's progress and to identify any areas of concern
- to maintain contact with you about your child's progress and respond to any questions you may have
- to process your claim for up to 30 hours free childcare (only where applicable)
- to keep you updated with information about our service

With your consent, we will also record your child's activities for their individual learning record. This may include photographs. You will have the opportunity to withdraw your consent at any time, for images taken by confirming so in writing.

We have a legal obligation to process safeguarding related data about your child should we have concerns about their welfare. We also have a legal obligation to transfer records and certain information about your child to the school that your child will be attending.

EMERSON VALLEY PLAYGROUP T/AS THE WENDY HOUSE

POLICIES and PROCEDURES

Who we share your data with

In order for us to deliver childcare services we will also share your data as required with the following categories of recipients:

- Ofsted – during an inspection or following a complaint about our service
- the Local Authority (where you claim up to 30 hours free childcare as applicable)
- the government's eligibility checker (as above)
- our insurance underwriter (if applicable)
- the school that your child will be attending

We will also share your data if:

- We are legally required to do so, for example, by law, by a court or the Charity Commission;
- to enforce or apply the terms and conditions of your contract with us;
- to protect your child and other children; for example by sharing information with social care or the police;
- it is necessary to protect our/or others rights, property or safety
- We transfer the management of the setting, in which case we may disclose your personal data to the new management so they may continue the service in the same way.

We will never share your data with any other organisation to use for their own purposes

How do we protect your data?

We protect unauthorised access to your personal data and prevent it from being lost, accidentally destroyed, misused, or disclosed by:

- locking away any personal information in paper form and the playgroup laptop during non working hours, unless:
- the settings staff including the Administrator and Special Educational Needs Co-ordinator need to work from home (not kept in a car) e.g. updating child observation records, updating records on the laptop Any information will be transported from home to setting and vice versa without detouring. Information of a sensitive nature will be kept private as possible
- the playgroup laptop will be password protected. Antivirus software will be installed and maintained. The laptop will not be accessed by anyone other than the Administrator without authorisation

How long do we retain your data?

We retain your child's personal data for up to 6 years after your child no longer uses our setting, or until our next Ofsted inspection after your child leaves our setting. Medication records and accident records are kept for longer according to legal requirements. Your child's learning and development records are maintained by us and handed to you when your child leaves.

In some instances (child protection, or other support service referrals) we are obliged to keep your data for longer if it is necessary to comply with legal requirements.

Automated decision-making

We do not make any decisions about your child based solely on automated decision-making.

Your rights with respect to your data

You have the right to:

- request access, amend or correct your/your child's personal data
- request that we delete or stop processing your/your child's personal data, for example where the data is no longer necessary for the purposes of processing; and
- request that we transfer your, and your child's personal data to another person

If you wish to exercise any of these rights at any time or if you have any questions, comments or concerns about this privacy notice, or how we handle your data please contact us. If you have continue to have concerns about the way your data is handled and remain dissatisfied after raising your concern with us, you have the right to complain to the Information Commissioner Office (ICO). The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or ico.org.uk/

Changes to this notice

We keep this notice under regular review. You will be notified of any changes where appropriate.

EMERSON VALLEY PLAYGROUP T/AS THE WENDY HOUSE
POLICIES and PROCEDURES