

Contents

INTRODUCTION.....	5
1. SAFEGUARDING AND PROMOTING CHILDREN'S WELFARE.....	5
2. SUITABLE PEOPLE.....	5
3. SAFETY & SUITABILITY OF PREMISES, ENVIRONMENT AND EQUIPMENT.....	5
4. EQUAL OPPORTUNITIES.....	5
5. ORGANISATION, INFORMATION AND DOCUMENTATION.....	6
6. COMPLAINTS, CONTINGENCIES AND OTHER MATTERS.....	6
1 SAFEGUARDING AND PROMOTING CHILDREN'S WELFARE	7
1.1 CHILDREN'S RIGHTS AND ENTITLEMENTS.....	7
1.2 SAFEGUARDING CHILDREN AND CHILD PROTECTION.....	8
1.2.1 Designated Co-ordinator and high-profile awareness.....	8
1.2.2 Staff awareness and training.....	8
1.2.3 Exclusion of known and potential abusers.....	8
1.2.4 Prevent abuse by means of good practice.....	9
1.2.5 Continual suitability of staff.....	9
1.2.6 No unauthorised photography.....	9
1.2.7 Recognising the symptoms of possible abuse.....	9
1.2.8 Awareness of other risk factors.....	10
1.2.9 Exceptional and objective record keeping.....	10
1.2.10 Listening to and recording comments from children.....	10
1.2.11 Informing parents.....	10
1.2.12 Liaison with other agencies.....	10
1.2.13 Take all allegations seriously.....	11
1.2.14 Initial assessment.....	11
1.2.15 Preliminary judgement of the Safeguarding Officer.....	11
1.2.16 Allegations against the Principal, the Deputy Principal or the Head of Operations.....	12
1.2.17 Disciplinary Action.....	12
1.2.18 Reporting to Ofsted.....	12
1.2.19 Support to families.....	12
1.2.20 Prevent duty & Channel.....	12
1.3 LATE OR UNCOLLECTED CHILD.....	13
1.3.1 Unavoidable Delay.....	13
1.3.2 Late Collection Guidelines.....	13
1.3.3 Persistent Lateness.....	14
1.4 MISSING CHILD.....	14
1.4.1 Ease of access to Daily Register.....	14
1.4.2 Early warning.....	14
1.4.3 Gather children.....	14
1.4.4 Thorough search.....	14
1.4.5 Contact missing child's parents and alert Police.....	15
1.5 ONLINE SAFETY (INCLUDING MOBILE PHONES/DEVICES AND CAMERAS).....	15
1.5.1 Use of Information Communication Technology (ICT) equipment.....	15
1.5.2 E-mails.....	15
1.5.3 Mobile phones.....	15
1.5.4 Cameras, videos and other image recording devices.....	16
1.5.5 Social Media.....	16
1.5.6 Physical security and data backup measures.....	18
1.6 PROMOTING AND ACHIEVING POSITIVE BEHAVIOUR.....	18
1.6.1 High expectations.....	19
1.6.2 Consensus children's rules.....	19
1.6.3 Awareness of children's rules and consistent application.....	19
1.6.4 Positive role models.....	19
1.6.5 Praise good behaviour.....	19
1.6.6 Use of the Kindness Tree.....	19
1.6.7 Use of persona doll.....	19
1.6.8 Simple guidelines.....	20
1.6.9 Counselling.....	20
1.6.10 Bad behaviour rather than bad child.....	20

1.6.11 Apology by proxy.....	20
1.6.12 Intervene as necessary	20
1.6.13 Flash-point intervention.....	20
1.6.14 Appropriate to child's developmental stage.....	20
1.6.15 Recurring problems.....	20
1.6.16 Rough and tumble play and fantasy aggression	21
1.6.17 Special needs behaviour.....	21
1.7 PROMOTING HEALTH AND HYGIENE.....	21
1.7.1 Administering medicines.....	21
1.7.2 Children who are sick or infectious.....	22
1.7.3 Children with nits and head lice.....	23
1.7.4 Children with allergies.....	23
1.7.5 Recording and reporting of accidents and incidents	23
1.7.6 Nappy and clothes changing and toilet use.....	25
1.7.7 Food and drink.....	26
1.7.8 Children's clothing	27
1.7.9 First Aid.....	28
1.7.10 Travel.....	29
1.8 BRITISH VALUES	30
1.8.1 Democracy.....	30
1.8.2 Rule of law.....	31
1.8.3 Individual liberty.....	31
1.8.4 Mutual respect and tolerance	31
2 SUITABLE PEOPLE.....	32
2.1 EMPLOYMENT AND STAFFING	32
2.1.1 Equality of opportunity in staff promotion and recruitment.....	32
2.1.2 Suitability of staff and volunteers	32
2.1.3 Staff job descriptions, qualifications, training, induction, support and supervision.....	33
2.1.4 Key Person Programme	34
2.1.5 Staff uniforms.....	34
2.1.6 Staff taking medication	34
2.1.7 Staff absences	34
2.2 STUDENT PLACEMENTS.....	34
2.2.1 Children's needs priority.....	34
2.2.2 Confirmation of Student's status	35
2.2.3 Prior Approval from Parents.....	35
2.2.4 Bound by Confidentiality Policy.....	35
2.2.5 Restrictions.....	35
2.2.6 Induction	35
2.3 KEY PERSON	35
2.3.1 Allocation and duties of the Key Person	35
2.3.2 The role of the Key Person in settling-in.....	36
2.3.3 The role of the Key Person in the progress check at age two.....	36
3 SAFETY & SUITABILITY OF PREMISES, ENVIRONMENT AND EQUIPMENT	37
3.1 HEALTH AND SAFETY GENERAL STANDARDS.....	37
3.1.1 Designated Health and Safety Co-ordinator.....	37
3.1.2 Health and Safety Executive and Insurance Posters.....	37
3.1.3 Health and Safety Awareness Raising.....	37
3.1.4 Vigilant Supervision.....	37
3.1.5 Collision avoidance	38
3.1.6 Windows and Patio Doors.....	38
3.1.7 Doors.....	38
3.1.8 Floors.....	38
3.1.9 Electrical appliances, heaters and equipment.....	38
3.1.10 Hot water.....	39
3.1.11 Water.....	39
3.1.12 Storage	39
3.1.13 Outdoor area.....	39
3.1.14 Hygiene and healthy lifestyle.....	39
3.1.15 Daily safety check-list.....	40
3.1.16 Healthy lifestyle - outdoor play	40

3.1.17 Healthy lifestyle – information sources.....	40
3.1.18 Toys and equipment	41
3.1.19 Health and Safety of Adults	41
3.1.20 Control of substances hazardous to health.....	41
3.2 MAINTAINING CHILDREN'S SAFETY AND SECURITY ON THE PREMISES	41
3.2.1 Children's personal safety.....	42
3.2.2 Arrivals and departures procedures/door duty.....	42
3.2.3 East external door locked and bolted after arrivals.....	42
3.2.4 Late arrival.....	42
3.2.5 East external door not to be used during session time.....	42
3.2.6 Early register and head count.....	42
3.2.7 Authorised adults.....	43
3.3 SUPERVISION OF CHILDREN ON OUTINGS	43
3.4 RISK ASSESSMENT	43
3.4.1 Dolphins Pre-school approach to and methodology for risk assessment.....	44
3.5 FIRE SAFETY AND EMERGENCY EVACUATION OR LOCK-DOWN.....	45
3.5.1 Fire safety risk assessment.....	45
3.5.2 Fire safety precautions	45
3.5.3 Fire / emergency evacuation & lock-down.....	46
3.5.4 drills	47
3.6 ANIMALS IN THE SETTING	47
3.7 NO SMOKING.....	47
4 EQUAL OPPORTUNITIES	49
4.1 VALUING DIVERSITY AND PROMOTING EQUALITY	49
4.1.1 Pre-school Admissions policy.....	49
4.1.2 Pre-school Employment and Student Placements.....	50
4.1.3 Staff training	50
4.1.4 Curriculum	51
4.1.5 Valuing diversity in families.....	51
4.1.6 Food and particular dietary requirements.....	51
4.2 SUPPORTING CHILDREN WITH SPECIAL EDUCATIONAL NEEDS.....	51
4.2.1 Designated special educational needs co-ordinator (SENCO).....	52
4.2.2 Children with pre-identified special educational needs.....	52
4.2.3 Securing additional resources for special educational needs.....	52
4.2.4 Identifying children with special educational needs.....	52
4.2.5 Graduated approach to children with special educational needs.....	52
5 ORGANISATION, INFORMATION AND DOCUMENTATION.....	53
5.1 ORGANISATION.....	53
5.1.1 Prospectus.....	53
5.2 ADMISSIONS	53
5.2.1 Visible presence and open access.....	53
5.2.2 Valuing diversity and promoting equality	53
5.2.3 Family connections.....	53
5.2.4 Non-denominational.....	53
5.2.5 Emergency admissions.....	53
5.2.6 EYFE Funding accepted	54
5.2.7 Flexible attendance patterns and times	54
5.2.8 Fees/Charges.....	54
5.2.9 Cancellation.....	55
5.3 PARENTAL/CARER INVOLVEMENT.....	55
5.3.1 Policies awareness.....	55
5.3.2 Parental input during induction session and Application Form.....	55
5.3.3 Liaison with Key Person.....	55
5.3.4 Effective communications.....	56
5.3.5 Parents' Folder.....	56
5.3.6 Parent Partners.....	56
5.3.7 Home & Pre-school partnership.....	56
5.3.8 Distribution of external publications for parents.....	56
5.4 CHILDREN'S RECORDS	57
5.4.1 Children's developmental records.....	57
5.4.2 Children's personal records	57

5.4.3 Children attending other settings	58
5.4.4 Archiving children records.....	58
5.4.5 Other records	58
5.5 DOLPHINS PRE-SCHOOL'S RECORDS.....	58
5.6 TRANSFER OF RECORDS TO SCHOOLS.....	59
5.7 INFORMATION SHARING	59
5.7.1 Golden Rule 1	60
5.7.2 Golden Rule 2	60
5.7.3 Golden Rule 3.....	60
5.7.4 Golden Rule 4.....	60
5.7.5 Golden Rule 5.....	60
5.7.6 Golden Rule 6.....	61
5.7.7 Golden Rule 7.....	61
5.7.8 Consent.....	61
5.7.9 Separated parents' consent.....	62
5.8 DATA PROTECTION AND PRIVACY	62
5.8.1 Data protection principles.....	77
5.8.2 Duty to respond to requests for access to personal information	78
5.9 WORKING IN PARTNERSHIP WITH OTHER AGENCIES.....	78
6 COMPLAINTS, CONTINGENCIES AND OTHER MATTERS	79
6.1 COMPLAINTS.....	79
6.1.1 Complaint at Stage 1.....	79
6.1.2 Complaint at Stage 2.....	79
6.1.3 Complaint at Stage 3.....	80
6.1.4 Complaint at Stage 4.....	80
6.1.5 Complaint at Stage 5.....	80
6.1.6 The role of Ofsted and the LSCB.....	80
6.1.7 Complaints record	80
6.2 CONTINGENCY PLANS.....	80
Procedures.....	81
6.2.1 Severe weather.....	81
6.2.2 Electricity power cuts	81
6.3 DOLPHINS PRE-SCHOOL POLICIES.....	81
Procedures.....	82
6.3.1 Intellectual property rights	82
6.3.2 Review of policies.....	82
6.3.3 Policies change management.....	82
6.3.4 Staff agreement	82

Introduction

The policies and procedures contained in this document support and guide us in our mission:

To provide a friendly, happy atmosphere to bridge the gap between home and day school, gently introducing children to community life; to know every child in our care and to fulfil every child's individual needs. Underpinning every area of Dolphins Pre-school aims and objectives is the recognition of the "child's right to play".

Our policies document also explains how we meet the statutory and other requirements of the Department of Education's publication "Statutory Framework for the Early Years Foundation Stage – setting the standards for learning, development and care for children from birth to five" (effective September 2023) and other statutory legislation.

Our policies draw heavily on the Safeguarding and Welfare Requirements and the Learning and Development Requirements of the Early Years Foundation Stage (EYFS) Statutory Framework itself. We also draw on the essential policies recommended by the Pre-school Learning Alliance, of which Dolphins Pre-school is a member. This document also incorporates policies that have been tried and tested by us and have evolved from our long experience since Dolphins Pre-school was established in 1960.

Our policies are arranged under six sections:

1. Safeguarding and promoting children's welfare

This section details the policies and procedures we have in place to specifically safeguard and promote the welfare of Dolphins Pre-school children, including the steps we take to promote the good health of Dolphins Pre-school children and the guiding principles of our behaviour management

2. Suitable people

Dolphins Pre-school is a long established pre-school and most of our staff have been looking after children on a professional basis for many years. For the various roles that they perform, each member of staff has appropriate qualifications, training, skills and knowledge. This section of the policies document details how our staffing arrangements are organised in order to ensure the safeguarding, safety and other needs of the children.

3. Safety & suitability of premises, environment and equipment

Safety of Dolphins Pre-school children is of paramount importance at Dolphins Pre-school and this section details how we incorporate safety policies and procedures in order to eliminate or mitigate the risks of potential dangers from specific hazards relating to our outdoor and indoor spaces. This section also sets out how we ensure that Dolphins Pre-school toys & equipment and furniture items are suitable, safe and fit for purpose.

4. Equal opportunities

Dolphins Pre-school is committed to an open access policy and is fully inclusive. This section details how we implement this commitment.

5. Organisation, information and documentation

This section details how we organise our staff and other resources and systems to ensure that every Dolphins Pre-school child receives an enjoyable and challenging learning and development experience that is tailored to meet each particular child's individual needs.

We also explain how and why we obtain information and maintain records through policies and administrative procedures as required for the safe and efficient management of Dolphins Pre-school setting and to meet the needs of Dolphins Pre-school children and other stakeholders.

6. Complaints, contingencies and other matters

This section details our formal procedures for handling complaints. We also give details of how and why we plan for emergencies, including severe weather. In addition this section also details policies which do not neatly fit into any of the other sections.

1 Safeguarding and promoting children's welfare

1.1 Children's rights and entitlements

Policy statement

- We promote the children's right to play
- We promote 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
- We promote children's right to be strong, resilient and listened to by encouraging children to develop a sense of autonomy and independence
- We promote 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
- We help children to establish and sustain satisfying relationships within their families, with peers and with other adults
- We work with parents to build their understanding of, and commitment to, the principles of safeguarding all our children.

What it means to promote children's rights and entitlements to be '*strong, resilient and listened to*'.

To be strong means to be:

- secure in their foremost attachment relationships, where they are loved and cared for by at least one person who is able to offer consistent, positive and unconditional regard and who can be relied upon;
- safe and valued as individuals in their families and in relationships beyond the family, such as day care or school;
- self-assured and form a positive sense of themselves – including all aspects of their identity and heritage;
- included equally and belong in our setting and in community life;
- confident in their own abilities and proud of their achievements;
- progressing optimally in all aspects of their development and learning;
- part of a peer group in which they learn to negotiate, develop social skills and an identity as global citizens, respecting the rights of others in a diverse world; and
- able to represent themselves and participate in aspects of service delivery that affects them, as well as aspects of key decisions that affect their lives.

To be resilient means to:

- be sure of their self-worth and dignity;
- be able to be assertive and state their needs effectively;
- be able to overcome difficulties and problems;
- be positive in their outlook on life;
- be able to cope with challenge and change;
- have a sense of justice towards themselves and others;
- develop a sense of responsibility towards themselves and others; and
- be able to represent themselves and others in key decision making processes.

To be listened to means:

- adults who are close to children recognise their need and right to express and communicate their thoughts, feelings and ideas;
- adults who are close to children are able to tune in to their verbal, sign and body language in order to understand and interpret what is being expressed and communicated;
- adults who are close to children are able to respond appropriately and, when required, act upon their understanding of what children express and communicate; and
- adults respect children's rights and facilitate children's participation and representation in imaginative and child centred ways in all aspects of core services.

1.2 Safeguarding children and child protection

Policy statement

At Dolphins Pre-school we are committed to maintaining a “culture of safety” and we work with children, parents and the community to ensure the rights and safety of children.

The vision of our Brighton & Hove Safeguarding Children Partnership (BHSCP) is, quite simply that Brighton and Hove should be the best place in the country for children and young people to grow up. We want to ensure all our children and young people have the best possible start in life, so that everyone has the opportunity to fulfil their potential, whatever that might be. We share this vision and this is reflected in our safeguarding policies which are our top priority.

We undertake frequent review of our safeguarding policies, sometimes prompted through early e-mail alerts as we have registered with Brighton and Hove Safeguarding Children Partnership to be informed when any modification are made to their on-line procedures manual. We also hold hard copies of procedures on-site for ease of reference and we are also on the internet distribution list for any modifications to the online edition of this manual.

We also have a copy of the Department of Education Publication “What to do if you’re worried a child is being abused” advice for practitioners (March 2015) on hand at all times.

Staff are familiar with the contents of and the procedures contained in this publication.

In addition to the policies and procedures in this section, we have drafted a stand-alone safeguarding focus document which provides fuller and more detailed information about safeguarding and child protection, including definitions of terms. The focus document defines all relevant terms, including the different forms of abuse (physical, emotional, sexual and neglect) and presents, in tabulated form, the potential signs of abuse and neglect that all Dolphins Pre-school staff are alert to. All members of staff are provided with access to this stand-alone safeguarding focus document for reference.

Procedures – Staff and volunteers

1.2.1 Designated Co-ordinator and high-profile awareness

In keeping with the importance attached to the safeguarding of children, the principal (Sheila Gavan) of Dolphins Pre-school is kept fully informed in relation to child protection matters. The day to day co-ordination and handling of child protection issues are overseen by the Designated Safeguarding Lead (DSL) who takes lead responsibility for safeguarding children within the setting. The Principal and Designated Safeguarding Lead ensure that all staff and parents are made aware of our safeguarding policies and procedures. Head of Operations (Peter Farrant) of Dolphins Pre-school is Designated Safeguarding Lead to ensure we are able to take swift responsive action in relation to Safeguarding matters. Both Sheila and Peter have undertaken recognised relevant training run by the local authority.

1.2.2 Staff awareness and training

Through training and regular discussions of this issue during our INSET day staff meetings, Dolphins Pre-school staff are able to recognise the symptoms of possible physical, emotional or sexual abuse as well as neglect. Moreover, the Key Person (KP) (section 2.4) system means that particular staff members in their capacities as KPs develop heightened sensitivities to any behavioural changes in “their” Key Children. In this regard, staff may refer to their individual copy of our stand-alone safeguarding focus document.

1.2.3 Exclusion of known and potential abusers

Any applicants for a staff position at Dolphins Pre-school are clearly informed that such posts are exempt from the Rehabilitation of Offenders Act 1974 and are also informed of the need to carry out “enhanced disclosure” checks with the Disclosure and Barring Service/Criminal Records Bureau.

Staff at Dolphins Pre-school are employed only after all necessary Police (“enhanced disclosure with the Disclosure and Barring Service/Criminal Records Bureau) and health checks have been satisfactorily completed. The results of such checks and our recording of the unique certificate disclosure number, the date of issue and the countersignatory details are contained in a separate “DBS/CRB/Police Checks” Folder. This information is maintained in line with data protection requirements and guidance from the Information Commissioner’s Office (ICO).

There are security procedures in place to ensure that visitors to Dolphins Pre-school never have unsupervised access to children. Similarly volunteers are never allowed to work unsupervised.

We have procedures to prevent uninvited and unwelcome persons accessing the premises. We record details of all visitors (expected and unexpected) to the setting.

1.2.4 Prevent abuse by means of good practice

The open plan layout of Dolphins Pre-school premises enables all staff to continually monitor the activities of all children.

After the completion of registration at the start of each session, the east external door is locked and bolted. After this time visitors/late children and parents/carers need to ring the doorbell and wait for a member of staff to open the door.

1.2.5 Continual suitability of staff

Members of staff are informed that they are expected to disclose any convictions, cautions, court orders or reprimands or warnings which might affect their suitability to work with children (whether received before or during their employment at Dolphins Pre-school).

We would have no hesitation in taking necessary action(s) in respect of a member of staff for a child protection concern and would abide by the requirements of the Safeguarding Vulnerable Groups Act 2006 in respect of any person who came into this category.

1.2.6 No unauthorised photography

We take steps (mainly through No Photography Notices) to ensure that children are not photographed or (digitally) filmed on video for any other purpose than to record their development or their participation in events (such as Christmas Performance, Graduation and Sports Day) organised by us. Parents sign a consent form for us to hold visual images of their children.

Procedures - Responding to and recording suspicions of abuse

1.2.7 Recognising the symptoms of possible abuse

As previously indicated (section 1.2.2) Dolphins Pre-school staff are able to recognise the symptoms of possible abuse and suspicions may be raised through:

- significant changes in children’s behaviour
- deterioration in children’s general well-being
- unexplained bruising, marks or other physical signs of abuse
- changes in their appearance and/or their play and/or their behaviour
- children’s comments which give rise for concern
- any reasons to suspect abuse or neglect outside the setting, for example in the child’s home

Our stand-alone safeguarding focus document covers such possible symptoms in greater depth.

In addition to its primary purpose of recording injuries, our “Existing Injury on Arrival” Form (see section 1.7.5) is also a potential early alert to possible neglect or abuse.

1.2.8 Awareness of other risk factors

In their role as KP's and their familiarity with their Key Children's home background, staff are aware of other factors that may increase the risk of abuse such as diminishment of parental capacity through social exclusion, domestic violence, use of drugs, alcohol dependency, mental or physical illness or learning disability.

1.2.9 Exceptional and objective record keeping

Whenever worrying changes, signs or signals are observed in a child's behaviour, physical condition or appearance, a specific and confidential written record is set-up, quite apart from any ongoing records of the child's progress and development. The record will include timed and dated written observations of the child's change(s) in behaviour or appearance. Such records are kept strictly confidential and are only accessed on a "need to know" basis.

1.2.10 Listening to and recording comments from children

Whenever a child make comments to staff which give cause for concern, the member of staff will listen carefully to the child and offer reassurance rather than questioning the child. The member of staff will give reassurance to the child that action will be taken, as appropriate. Immediately after this disclosure, the member of staff will make a written record of the child's comments using the exact words spoken by the child and to whom the concern was reported and the names of any other person present at the time of the disclosure. All such persons and the member of staff will sign and date the written record. Such records are kept strictly confidential and are only accessed on a "need to know" basis.

The member of staff making the written records (in 1.2.9 and/or 1.2.10) will, at the earliest opportunity, share this information with the Principal, our designated co-ordinator and lead on child safeguarding.

1.2.11 Informing parents

Changes in the behaviour or appearance of any individual child and investigated. Parents are normally the first point of contact for such investigations and we discuss our concerns with them to obtain their view of the circumstances. We inform parents when we make a written record of concern in their child's file. We will also make a record of any discussions we have with parents regarding our concern.

We are aware that if parents are dismissive and non-responsive to practitioners' concerns such a response may itself be an indicator of abuse or neglect.

If a suspicion of abuse warrants referral to social care then parents are informed at the same time as the social care authorities. Should there be reasonable grounds for believing that raising concerns with parents may put the child in greater danger, we will instead report our concerns directly to Brighton and Hove City Council Children's Services. As of 15 May 2017 we now have a single point of contact for services called 'Front Door for Families' (01273 290400 M-F 9-5, Out-of-hours 01273 335905 (Emergency Duty Service)). The service provides support, guidance and access to specialist targeted services for parents, carers, members of the public, young people and professionals. This incorporates the work of the Multi-Agency Safeguarding Hub (MASH). Multi Agency Safeguarding Hub (MASH) c/o Whitehawk Community Hub and Library, 179A Whitehawk Road, Brighton BN2 5FL and LADO Telephone (01273) 290400 and Local Area Designated Officer (Kay Whitcroft) on 07584 217271 Please note: The LADO will respond to messages Monday to Thursdays 9.30-3.30 and Fridays 11.30- 4.30.

1.2.12 Liaison with other agencies

As previously indicated (section 1.2 above) we work within the guidelines of our BHSCP and we have a copy of the Publication "What to do if you're worried a child is being abused" (March 2015) on hand at all times. Staff are familiar with the contents of and the procedures contained in this publication.

We are also guided by the Publication's key principles:

- children have a right to be safe and should be protected from all forms of abuse and neglect;
- safeguarding children is everyone's responsibility
- it is better to help children as early as possible, before issues escalate and become more damaging; and
- children and families are best supported and protected when there is a co-ordinated response from all relevant agencies

The publication also advises practitioners they "should not let other considerations, like the fear of damaging relationships with adults, get in the way of protecting children from abuse and neglect."

Procedures - Allegation made against Dolphins Pre-school staff or volunteer

Policy Statement

To date, Dolphins Pre-school has never had any allegations of child abuse against any member of staff or volunteer. Our open plan setting and other safeguarding procedures mean that the occasions when a member of staff is alone with a child for any length of time are rare.

Dolphins Pre-school recognises that while staff may be well placed to detect signs and indicators of possible child abuse, they may themselves be vulnerable to malicious or misplaced allegations made by children (either innocently or deliberately) arising from normal association with those children within the setting.

On the other hand, and despite all our precautionary measures on staff recruitment and other safeguarding procedures, we recognise that there is always a possibility that an allegation, if made, may have some foundation.

In formulating this policy, we have taken heed to of the statutory guidance "Dealing with allegations of abuse against teachers and other staff" published by the Department of Education (April 2015)

1.2.13 Take all allegations seriously

Should a child (or parent) make an allegation of abuse against a member of staff or volunteer, the person receiving the allegation must take it seriously and deal with it by informing the Safeguard Lead/Deputy Safeguarding Lead (or in exceptional cases directly to Front Door for Families (formerly MASH and/or the LADO whose details are given in section 1.2.11) and make a written record of the details of such alleged incident(s).

1.2.14 Initial assessment

When informed of the allegation the Safeguarding officer will, depending on the nature and seriousness of the allegation, either speak with the child directly and/or to other adults who are (or were) in the setting at the time of the incident to assess what is alleged to have happened. The Principal may also consult the child's Key Person. At this point the Principal will not raise the matter directly with the member of staff or volunteer against whom the allegation has been made.

1.2.15 Preliminary judgement of the Safeguarding Officer

In ascertaining what is alleged to have happened the Safeguarding Lead / Deputy Safeguarding Lead will consider the circumstances and nature of the allegation, applying common sense and judgement and dealing with the allegation as a matter of urgency. The Safeguarding Lead will take into account the possibility that the person against whom the allegations has been made may have:

- behaved in a way that has harmed the child or may have harmed the child;
- possibly committed a criminal offence against or relating to the child; or
- behaved towards the child or children in a way that indicates s/he is unsuitable to work with children

Should the Safeguarding Lead have any reason whatsoever to believe that any of the above may have happened then the person against whom the allegation has been made will be suspended with immediate effect. This provision shall also apply if there is any doubt as to whether any of the above has occurred. The matter would then be immediately referred to the BHSCP's LADO (see section 1.2.11 for contact details).

1.2.16 Allegations against the Principal, the Deputy Principal or the Head of Operations

Should the allegation (section 1.2.13) be made against the Principal, the Deputy Principal or the Head of Operations then the matter will be immediately referred to the BHSCP LADO (see section 1.2.11 for contact details)

1.2.17 Disciplinary Action

Where a member of staff or volunteer has been dismissed due to engaging in activities that caused concern for the safeguarding of children or vulnerable adults, we will notify the Disclosure and Barring Service of relevant information, so that individuals who pose a threat to children and vulnerable groups can be identified and barred from working with these groups.

1.2.18 Reporting to Ofsted

We will notify Ofsted of any incident or accident and any changes in our arrangements which may affect the well-being of children or where an allegation of abuse is made against a member of staff (whether the allegations relate to harm or abuse committed on our premises or elsewhere). Notifications to Ofsted will be made as soon as is reasonably practicable, but at the latest within 14 days of the allegations being made.

All suspicions and investigations are kept confidential and shared only in accordance with our confidentiality policy (section 5.9)

1.2.19 Support to families

We believe in building trusting and supportive relationships with families, staff and volunteers.

We make clear to parents our role and responsibilities in relation to child protection, such as for the reporting of concerns, information sharing, monitoring of the child, and liaising at all times with the LSCB. We will continue to welcome the child and the family whilst investigations are being made in relation to any alleged abuse.

We follow the Child Protection Plan as set by the child's social care worker in relation to the setting's designated role and tasks in supporting that child and their family, 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 the Confidentiality and Client Access to Records procedure and only if appropriate under the guidance of the LSCB.

1.2.20 Prevent duty & Channel

Policy statement

Under section 26 of the Counter-Terrorism and Security Act 2015, childcare providers in the exercise of their functions have a duty "to have due regard to the need to prevent people from being drawn into terrorism".

In drawing up our policy and procedure on the Prevent duty & Channel we have used the Department of Education publication "The Prevent Duty – Departmental advice for schools and childcare providers" (June 2015). We have also drawn on Channel Duty Guidance issued by HM Government under sections 36(7) and 38(6) of the Counter-Terrorism and Security Act 2015.

Procedures

The essential requirement under the prevent duty is that staff be able to identify children who may be vulnerable to radicalisation and know what to do when they are identified. At Dolphins Pre-school, we see this as part of our wider safeguarding duties and as such the Principal is responsible under her role as co-ordinator of safeguarding and child protection issues.

We assess the risk of young children being drawn into terrorism including support for extremist ideas that are part of terrorist ideology. These risks vary from area to area throughout the country and in our local neighbourhood the risk is very low. However, we do not dismiss the risk and we are aware

of the warning signals that might indicate a child is at risk, including changes in behaviour and other factors (many of which are similar to the symptoms of possible abuse (section 1.2.7)).

We also recognise the need to work in partnership with other agencies and when it may be appropriate to make a referral to the Channel programme in cases where an individual is identified as being vulnerable to being drawn into terrorism via:

- a) identifying individuals at risk
- b) assessing the nature and extent of that risk
- c) developing the most appropriate support plan for the individuals concerned

Channel is key to ensuring that vulnerable children and adults of any faith, ethnicity or background receive support before their vulnerabilities are exploited by those that would want them to embrace terrorism, and before they become involved in criminal terrorist activity.

The Principal of Dolphins Pre-school, along with other members of staff, has completed an online training Prevent Duty course produced by the Pre-school Learning Alliance and was awarded a certificate of completion of a programme entitled "The Prevent Duty in an early years environment". The Principal has also participated in one of the Workshops to Raise Awareness of Prevent (WRAP).

In any cases where our risk assessment indicates a child may be vulnerable to radicalisation we would telephone the Department of Education telephone helpline (020 7340 7264) or the local police non-emergency number (101)

As we do not allow children access to the internet at Dolphins Pre-school (section 1.5.1), there is no requirement for us to apply filters to block out terrorist and extremist material.

The primary way in which we prevent children from being radicalised is by building their resilience through helping develop positive character traits such as resilience, determination, self-esteem and confidence. These are covered further in our policies on British values (section 1.8)

1.3 Late or Uncollected child

Policy statement

In the event that a child is not collected by an authorised adult at the end of a session/day, Dolphins Pre-school puts into practice agreed procedures. These ensure the child is cared for by an experienced and qualified member of staff who is known to the child. The child will receive a high standard of care in order to cause as little distress as possible.

Dolphins Pre-school informs 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

1.3.1 Unavoidable Delay

If a parent/carer is unavoidably delayed due to an emergency they must endeavour to contact Dolphins Pre-school to advise us that they will be late collecting their child and to arrange what action should be taken by the Pre-school to look after the child in the interim.

1.3.2 Late Collection Guidelines

If the parent/carer has not phoned us to alert if to unavoidable delay then Dolphins Pre-school staff will take the following actions:

- Two Dolphins Pre-school staff members will stay with remain with the child
- We will telephone all numbers given in the "By-the-telephone Emergency Contact Details"
- If there are no answers to our phone calls a member of staff will go to the child's home

- If it is not possible to stay at Dolphins Pre-school with the child due to staff commitments to be elsewhere (e.g. collecting their own children/grand-children from school) then (and as a last resort) Brighton and Hove City Council Children's Services Multi-Agency Safeguarding Hub (MASH) will be informed
- Dolphins Pre-school staff are not permitted to take Dolphins Pre-school children in their cars
- Under no circumstances will the child be taken to the home of a member of staff
- Children not collected on time will remain in Dolphins Pre-school care until collected or taken into care by MASH
- A note will be left on the Dolphin's East Door informing the parent/carer as to where the child has been taken and where to collect the child
- Ofsted may also be informed:

1.3.3 Persistent Lateness

Persistent lateness in collecting a child from Dolphins Pre-school amounts to abandonment and could be reported to MASH through the following stages:

- For persistent lateness a **verbal warning** will be given to the parent
- If the lateness persists then a **written warning** will be given to the parent
- If the lateness still persist then a **report will be made to MASH**

Dolphins Pre-school reserves the right to charge parents for looking after their child after Dolphins Pre-school hours for non-emergency late collection.

1.4 Missing child

Policy statement

It is Dolphins Pre-school paramount priority to at all times ensure the safety and well-being of children in our care. We have never had to invoke our "Missing child" policy but staff have been trained to carry out responsive measures rapidly and effectively.

Procedures

1.4.1 Ease of access to Daily Register

A visual record of the number of children in attendance is on high-profile display during each session with magnetic name tags placed on the self-registration board.

1.4.2 Early warning

Dolphins Pre-school staff are vigilant and make head-counts throughout the day. In the event of any member of staff becoming aware that a child may be missing then all other staff will be immediately alerted without distressing other children.

1.4.3 Gather children

The Duty Supervisor will then gather all the children together for a definitive head-count and to identify the missing child, while enabling all other staff to search. All children (regardless of whether they are out-of-doors or indoors) will be brought together in the story area and another member of staff will keep the children occupied.

1.4.4 Thorough search

The Duty Supervisor will assign members of staff to carry out a thorough search of specific areas of the premises (cloakrooms, toilets and all out of bounds areas including the shower rooms, store rooms, kitchen) indoors and the immediate out-of-doors playing fields and car park areas.

1.4.5 Contact missing child's parents and alert Police

If a child is definitely missing the Duty Supervisor will contact (999) the Police and the missing child's parents and the Pre-school Principal / Deputy Principal / Head of Operations if they are not on site. Another member of staff will access the missing child's Tapestry Learning Journal for a recent photograph of the missing child.

These procedures will be monitored and reviewed on a regular basis.

1.5 Online safety (including mobile phones/devices and cameras)

Policy Statement

It is Dolphins Pre-school paramount priority to at all times ensure the safety and well-being of children in our care and we take steps to ensure that there are effective procedures in place to protect children from the unacceptable use of Information Communication Technology (ICT) equipment or exposure to inappropriate materials in the setting. This policy should be read in conjunction with our Data Protection Policy.

Procedures

1.5.1 Use of Information Communication Technology (ICT) equipment

- ICT equipment includes computers, I-Pads, tablets, mobile phones, digital cameras and other equipment.
- We have a designated person responsible for co-ordinating action taken in our proper use of ICT: Mr Peter Farrant (Head of Operations)
- Only ICT equipment belonging to Dolphins Pre-school is used by staff in the setting
- Our ICT co-ordinator (Mr Peter Farrant) is responsible for ensuring that all Dolphins Pre-school ICT equipment is safe and fit for purpose
- Children do not use computers or other internet accessing equipment while at Dolphins Pre-school – they are shown by staff how we use photographs and we write notes to record their progress and achievement

1.5.2 E-mails

- Staff are not permitted to use setting equipment to access personal e-mails
- Staff do not access work related e-mails while supervising children
- E-mails of a confidential nature are printed off and the hard copy is stored securely in a confidential file.

1.5.3 Mobile phones

- Children do not bring mobile phones or other ICT devices into the setting. Should a child arrive at Dolphins Pre-school with a mobile phone or ICT device then it is given to the parent/carer to take home
- Dolphins Pre-school recognises that mobile phones are an integral part of everyday modern life and most members of staff may need them to access or be contacted by their own children or for other important reasons. However, staff are only allowed to use their mobile phones in the staff kitchen
- Parents and visitors are requested not to use their mobile phones whilst on the premise and are only permitted to use mobile devices to record images of their children taking part in authorised Dolphins Pre-school activities as dictated by the Principal, Deputy Principal or Head of Operations. The staff, supported by the parents / carers are responsible for ensuring that pictures and images taken of children are done so in a way that reflects the protective ethos of Dolphins Pre-school. Such images are only for parents / carers personal use and must not be freely distributed.

1.5.4 Cameras, videos and other image recording devices

- Staff may not use personal cameras or image recording devices in the setting
- Photographs and recordings of children are only taken for valid reasons, primarily to record their learning and developmental progress through our electronic online learning journal system (Tapestry)
- Images of children are only permitted to be taken, stored and used in strict accordance with parental consent forms
- Only authorized staff may access the secure Dolphins Pre-school TAPESTRY EYFS online learning journal in order to record observations.
- Such usage must be in strict accordance with training provided by Dolphins Pre-school
- ICT devices utilizing Tapestry are all password protected when not in use
- Appropriate management settings have been implemented to ensure such records are not stored on any such device but encrypted and stored on a secure dedicated server
- When not in use, all mobile devices must be stored securely and ensure Dolphins Pre-school Safeguarding and Confidentiality procedures are followed with each staff member responsible for their device.
- Parents/carers are only permitted to use mobile devices to record images of their children taking part in Pre-school activities (such as Christmas Performance, Graduation Day, Easter Bonnet Parade) as authorised by Dolphins Pre-school.
- Members of staff, supported by the parents, are responsible for ensuring that pictures and images taken of children are done so in a way that reflects the protective ethos of Dolphins Pre-school. Such images are only for parental/carers personal use and must not be distributed (see our Social Media Policy).
- Parents are only granted access to their specific child's Learning Journal which they do not have the permission to edit. Access to information stored on Tapestry is via personal email address and password.
- Observations added to Tapestry are regularly monitored and checked by the Principal, Deputy Principal and Head of Operations.

1.5.5 Social Media

Policy Statement

Dolphins Pre-school recognises that social media has become a part of everyday life for many individuals and families, including both staff and parents/carers. Social media allows for the free and easy exchange of information, opinions and images. With particular regard to images of children and to enable Dolphins Pre-school to comply with its Safeguarding requirements, it is necessary to set our terms around the use of social media in connection with how Dolphins Pre-school is presented publicly.

This policy covers (but is not limited to) the following social media channels:

- Facebook
- Twitter
- LinkedIn
- Personal Blogs

Staff, visitors, volunteers and work placement students

Dolphins Pre-school recognises that staff, volunteers and work placement students may be regular users of social media and has no intention to curtail their use of it beyond reasonable requests to adhere to Safeguarding regulations and professionalism.

Procedures

- Staff/visitors/volunteers/work placement students should not reveal publicly on social media that they are working at Dolphins Pre-school.
- Staff/visitors/volunteers/work placement students must not place any images of Dolphins Pre-school children onto social media

- Staff/visitors/volunteers/work placement students should not discuss Pre-school issues (including colleagues, children, parents or Dolphins Pre-school) in conversations that take place on social media in any way that goes beyond giving out information which is already freely available on Dolphins Pre-school's website
- Should potential new parents ask publicly on social media for opinions on Dolphins Pre-school and/or other Pre-schools in the area, staff/visitors/volunteers/work placement students should not engage in such discussions
- If any staff/visitors/volunteers/work placement students become aware of any conversation(s) taking place on social media about Dolphins Pre-school, and the tone of that conversation is critical of individual staff members or of the organisation, then they should report this to the Principal, Deputy Principal or Head of Operations
- Although they may be inclined to defend others and/or Dolphins Pre-school, staff/visitors/volunteers/work placement students should not enter into such conversations, unless it is to repeat information already publicly available on Dolphins Pre-school website or to pass on an official statement prepared by the Principal, Deputy Principal or Head of Operations
- Staff/visitors/volunteers/work placement students should not create any social media friendships with parents of children currently attending Dolphins Pre-school (this restriction is to preserve and maintain proper professional relationships between staff/visitors/volunteers/work placement students and parents).
- Dolphins Pre-school will make an exception to this restriction if staff/visitors/volunteers/work placement students have a pre-existing relationship with a child's parent(s) before that child started attending Dolphins Pre-school. This restriction no longer applies once a child has left Dolphins Pre-school.

Parents / Carers

Dolphins Pre-school recognises that parents/carers and their families may be regular users of social media and has no intention to curtail their use of it beyond reasonable requests to adhere to Safeguarding regulations and professionalism. Dolphins Pre-school also recognises that such parents/carers may not be wholly familiar with the requirements of Safeguarding, so the following procedures are provided:

Procedures

- Remember nothing you put onto social media can be considered entirely private, no matter how strong your privacy settings are.
- Be cautious on how you discuss Dolphins Pre-school in conversations on Social media. Do not reveal:
 - a. The location of Dolphins Pre-school
 - b. The names of staff/visitors/volunteers/work placement students working at Dolphins Pre-school, or anything else that could reveal their identities.
 - c. The names of other children and their parents/carers who attend Dolphins Pre-school, or anything else that could reveal their identities.
- If you have any negative opinions or concerns about any aspect of how Dolphins Pre-school is run, do not discuss it on social media. Such concerns should always be reported immediately so that they can be investigated, discussed and resolved formally.
- If any opinions are discussed on social media which result in any detrimental effect on Dolphins Pre-school, its employees, its children or its parents / carers, then Dolphins Pre-school will follow formal proceedings to investigate.
- Do not create any social media friendships with staff/visitors/volunteers/work placement students at Dolphins Pre-school – this is so that the correct professional relationships are maintained between staff and parents.
- Dolphins Pre-school will make an exception to this rule if a parent has an existing relationship with an employee / visitor / volunteer / work placement student. This rule no longer applies once your child has left Dolphins Pre-school.
- If you become aware of any conversation taking place on social media about Dolphins Pre-school and the tone of that conversation is critical of individual staff members / visitors /

- volunteers / work placement students, or of the organisation, then it must be reported immediately to the Principal for investigation.
- The Mobile Devices Policy instructs parents / carers that any photographs they take at Dolphins Pre-school's special events are for personal use only.

1.5.6 Physical security and data backup measures

The Tapestry web service is hosted on dedicated servers (dedicated in this context means that the physical computers are installed and run exclusively for the use of the Foundation Stage Forum FSF, the developers of Tapestry) in a high security data centre situated around 20 miles north of London. The servers are managed by a UK company (United Hosting) which vets its personnel to BS7858 standard. The physical security of our servers is implemented using the following measures:

- 3m security fence with rota-spikes and perimeter anti ram-raid barriers.
- Blast proof anti-intruder shielded external windows and doors.
- Proximity access locks on all external and internal doors.
- Interlocked man-trap doors with identity checks before access to data floors is given.
- Each server cabinet has separate locked door access (no open racks).
- Perimeter and internal IP CCTV system monitored 24x7.
- 24x7 on-site security guards with static and mobile patrols.
- All on-site personnel are security vetted to BS7858 standard.
- Only authorised signed in staff are allowed onto the data floor, which is a private closed facility. Identity is established using biometric iris scans.

As well as the application code, all data is held on our servers at the data centre. Backups are taken four times a day, to a further secure data centre about 10 miles from the main data centre (offsite backup is desirable to protect data in the event of a catastrophic incident in the main data centre). Tapestry has a separate dedicated database server which does not accept external connections. Each Tapestry account has its own database, ensuring that there is no risk of data 'leakage' from one account to another.

1.6 Promoting and achieving positive behaviour

Policy statement

As stated on our web-site, Dolphins Pre-school ethos (i.e. the micro-climate we create within our setting which shapes our attitudes to learning, work, relationships and our commitment to high standards) is one of "caring and sharing" and is based on the recognition of the "child's right to play". We believe that children flourish best in an ordered environment in which they know that high standards are expected of them and at the same time are free to pursue their play, learning and development without fear of being hurt or hindered by anyone else. We aim to create an environment in which children develop self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

We also believe that children progress best when their personal, social and emotional needs are understood, supported and met and where there are clear, fair and developmentally appropriate expectations for their behaviour.

As children develop, they learn about and become aware of boundaries, the difference between right and wrong, and to consider the views and feelings, and needs and rights, of others and the impact that their behaviour has on people, places and objects. Developing this awareness may require adult guidance to help encourage and model appropriate behaviours and to offer intervention and support when children struggle with conflict and emotional situations. In these types of situations, Dolphins Pre-school staff can help identify and address triggers for the behaviour and help children reflect, regulate and manage their actions.

The statutory framework for the EYFS has specific sections (sections 3.52 and 3.53): "Providers are responsible for managing children's behaviour in an appropriate way. Providers must not give corporal punishment to a child..."

Procedures

1.6.1 High expectations

In our procedures to promote positive behaviour, we maintain a high level of expectation that all children will behave well towards one another and towards all members of staff.

1.6.2 Consensus children's rules

Children's rules governing the conduct of the group and the behaviour of the children are discussed and agreed within Dolphins Pre-school.

1.6.3 Awareness of children's rules and consistent application

Our high expectations for children's behaviour are made known to new parents when they enrol their child. The rules, which children help to make, are explained and reinforced as necessary. All adults in Dolphins Pre-school must ensure that the rules are applied consistently so that children have the security of knowing what to expect and can develop acceptable ways of behaving. All children need consistent messages, clear boundaries and guidance to intrinsically manage their own individual behaviour.

1.6.4 Positive role models

The demeanour of staff and their respect for all others in the setting is a model for and promotes high expectations of all children's personal, social and emotional developmental behaviour. In this way we create an atmosphere of warmth and mutual respect among everyone in the setting. All adults (staff, volunteers and those on student placements) endeavour to provide positive role models for the children in regard to friendliness, care and courtesy.

1.6.5 Praise good behaviour

Dolphins Pre-school staff praise and endorse desirable behaviour such as kindness and willingness to share ("caring and sharing"). Moreover, Dolphins Pre-school take positive steps to avoid repeat scenarios in which children receive adult attention only in response to undesirable behaviour. On occasion, we will praise the behaviour of a child seated nearby who is exhibiting the desired behaviour (e.g. praising a child who is doing "good listening" as an example to the child who is not focussed).

1.6.6 Use of the Kindness Tree

All children need consistent messages, clear boundaries and guidance to intrinsically manage their behaviour through self-reflection and control. In keeping with our praising good behaviour procedure (section 1.6.5 above), we also "celebrate" acts of kindness by sticking the name of the praiseworthy child to a piece of "pretend fruit" which the child attaches to our high profile Kindness Tree. This act is celebrated by the group so that other children learn through example. The positive behaviour of the particular child is further reinforced at home by use of a short note to parents asking them to praise their child at home for an exemplary act of kindness (we give a written description). We are aware that some rewards such as excessive praise and stickers may provide an immediate improved change in the behaviour but will not teach children how to act when a "sticker prize" is not being given or provide the child with the skills to manage situations and their emotions. Through overuse of stickers, a child may be taught how to be 'compliant' and respond to meet adult's own expectations in order to obtain a reward (or for fear of a sanction). However, from our experience the Kindness Tree if used judiciously is a highly effective tool for promoting positive behaviour.

1.6.7 Use of persona doll

Our persona doll (which to young children appears life-like and has a clear identity) on occasion "visits" Dolphins Pre-school from another Pre-school and discusses with us some of the "not very nice" things that go on at that setting – this allows us to discuss in a detached way how children might feel if such things were to happen at Dolphins Pre-school. Children discuss how they feel about these chosen scenarios, using "feeling fans" to help articulate emotions, as necessary. In order to avoid the "doll of doom" association, our persona doll also shares positive experiences with us.

1.6.8 Simple guidelines

The Children's rules are succinct and are used as a basis for giving simple guidelines to explain as often as is necessary during a session to maintain and manage children's behaviour. However, when children so behave in unacceptable ways we ensure that there are:

- **No threats** – Dolphins Pre-school staff never use nor threaten to use corporal punishment
- **No raised voices** – Dolphins Pre-school staff do not raise their voices in a threatening way, with the exception that we may need to shout out if a child is in immediate danger (e.g. another child is about to throw something)
- **No exclusion** - Dolphins Pre-school children are never sent out of the room by themselves

1.6.9 Counselling

Children are cautioned and may be given one-to-one counselling by staff. Where appropriate (depending among other things on the age and developmental stage of the child and the severity of unacceptable behaviour) children may be given a short and timed period on the "Thinking Chair" to reflect on their behaviour.

1.6.10 Bad behaviour rather than bad child

Staff always make clear that it is the behaviour rather than the child that is unacceptable.

1.6.11 Apology by proxy

If such behaviour results in someone being hurt (by word or action) an apology must be given although it may sometimes be necessary for an adult to apologise on the child's behalf.

1.6.12 Intervene as necessary

Children know that staff are aware at all times of their behaviour and staff will intervene as necessary. We will intervene to avoid "flash-points" but generally will leave children who are sufficiently confident to try to mediate their own disputes rather than then becoming over reliant on adults.

1.6.13 Flash-point intervention

When flash-points or loud disputes become apparent staff will intervene promptly but sensitively through approaching the situation calmly, stopping any hurtful actions, acknowledging the feelings of those involved, gathering information, re-stating the issue to put the behaviour into context to help children reflect, regain control of the situation and resolve the dispute themselves.

1.6.14 Appropriate to child's developmental stage

Behaviour problems are handled in a way that is developmentally appropriate and respects the individual child's level of understanding and maturity.

1.6.15 Recurring problems

Recurring behavioural problems are tackled in partnership with the individual child's parent(s) using objective observation records to establish an understanding of why the problem is recurring, if there is anything that triggers the behaviour and whether it has a root cause or influencing factors (such as a new baby or new partner in the household, additional needs, illness etc.). We may then instigate strategies to deal with the recurring problem such as use of "traffic lights" positive behaviour system to monitor behaviour or zero tolerance, as appropriate.

We may also use the "**ABC**" system of focussed intervention which uses key observations to identify firstly an event or activity (**A**ntecedent) that occurred immediately before a particular behaviour; secondly what **B**ehaviour was observed and recorded at the time of the incident; and thirdly what the **C**onsequences were following the behaviour. Once analysed, the focused intervention should help determine the cause (e.g. ownership of a toy or fear of a situation) and function of the behaviour (to obtain the toy or avoid a situation) and suitable support will be applied

1.6.16 Rough and tumble play and fantasy aggression

Young children often engage in play that has aggressive themes such as superhero and weapon play; some children appear pre-occupied with these themes, but their behaviour is not necessarily a precursor to hurtful behaviour or bullying, although it may be inconsiderate at times and may need addressing using some of the strategies and procedures described above.

We recognise that teasing and rough and tumble play are normal for young children and acceptable within limits. We regard these kinds of play as pro-social and not as problematic or aggressive. As required, we develop strategies to contain play that are agreed with and understood by the children with acceptable behavioural boundaries to ensure no children are hurt.

We recognise that fantasy play also contains many violent dramatic scenarios such as exploding/blowing-up, shooting etc. and that themes often incorporate “goodies and baddies” and as such offer opportunities for us to explore concepts of right and wrong.

We are able to tune into the content of play, perhaps to suggest alternative scenarios for heroes and heroines, making the most of teachable moments to encourage empathy and alternative ways of resolving make-believe conflicts.

1.6.17 Special needs behaviour

Dolphins Pre-school staff are aware that some kinds of behaviour may arise from a child’s special needs (see section 4.2)

1.7 Promoting health and hygiene

Policy statement

At Dolphins Pre-school our routines and procedures aim to provide a hygienic environment and to promote a healthy lifestyle (see sections 3.1.16 and 3.1.16). The policies in this section detail how and why we make provisions for specific health matters required by the statutory framework for the EYFS including medicines (EYFS sections 3.44 to 3.46) and food & drink (EYFS sections 3.47 to 3.49).

1.7.1 Administering medicines

Policy statement

While it is not our policy to care for sick children, who should be at home until they are well enough to return to Dolphins Pre-school, we will agree to administer medication as part of maintaining their health and well-being or when they are recovering from an illness. We ensure that where medicines are necessary to maintain health of the child, they are given correctly and in accordance with legal requirements.

In many cases, it is possible for children’s GPs to prescribe medicine that can be taken at home in the morning and evening. As far as possible, administering medicines will only be done where it would be detrimental to the child’s health if not given in the setting. If a child has not had a medication before it is best that the parent keeps the child at home for the first 48 hours to ensure there are no adverse effects, as well as to give time for the medication to take effect.

Dolphins Pre-school staff are responsible for the correct administration of medication to children for whom they are the Key Person. However when the child’s Key Person is not present, then the session Duty Supervisor is responsible for the overseeing of administering medication. This includes ensuring that parent consent forms have been completed, that medicines are stored correctly and that records are kept according to procedures.

Procedures

- **Prescription medicine** - Children taking prescribed medication must be well enough to attend the setting. We will only usually administer medication when it has been prescribed for a child by a doctor (or other medically qualified person). The medicine must be in-date, in its original clearly labelled container and prescribed for the child’s current condition.
- **Non-Prescription medicine** – Over-the-counter medication (with the exception of medicines containing aspirin, which we will not administer unless it has been prescribed by

a doctor) as recommended by a pharmacist or nurse and supplied by the parent may be administered by Dolphins Pre-school staff.

- **Prior written consent** – Dolphins Pre-school staff will only administer medicine if the child's parent has signed our consent form which requires, among other things, the method of administration, the dosage and the times when the medicine should be given.
- **Dolphins Pre-school Medicine Record** – Dolphins Pre-school staff will record any instances of administering of medicines in our medicine record (which is filed in our Accident Book)
- **Storage of medicines** – Any and all medicines are stored away from and out-of-reach of children, generally in the refrigerator or elsewhere in the staff kitchen.
- **On-going storage of medicines** – For some conditions (notably asthma) medication (inhalers) may be kept safely stored in the setting to be administered on a regular or as-and-when-required basis.

If the administration of prescribed medication requires medical knowledge, we will obtain individual training for one or more members of staff by a health professional.

No child may self-administer. Where children are capable of understanding when they need medication, for example with asthma, they should be encouraged to tell a member of staff what they need. However, this does not replace staff vigilance in knowing and responding when a child requires medication.

For those children who may have a long term medical conditions and who may require ongoing medication, we will draw up further procedures, as necessary, on a case-by-case basis.

1.7.2 Children who are sick or infectious

Policy statement

Children who are unwell should not attend Dolphins Pre-school and should stay at home until they are well enough to come into the setting. In particular, children who have had sickness with diarrhoea in the previous 48 hours should not be brought into Dolphins Pre-school nor should children suffering from certain highly infectious conditions such as conjunctivitis. Similarly, children who have been prescribed antibiotics should be kept at home for 48 hours after the antibiotics are first administered. We aim to provide a healthy environment and care for healthy children through preventing cross-infection of viruses and bacterial infections.

We hold a copy of and refer to the Health protection in children and young people settings, including education published 18 September 2017 (updated 28 July '23)

Should any child attending our setting be suffering from any of the diseases notifiable to Local Authority Proper Officers under the Health Protection (Notification) Regulations 2010, we will notify our Local Authority Health Officer and also Ofsted. Among these notifiable diseases are measles, German measles (rubella), scarlet fever, whooping cough, diphtheria, meningitis (meningococcal septicemia) and mumps. We have posted a list of all such notifiable diseases and our obligation to report on our Notice Board in the east corridor hallway.

Procedures

- If children appear unwell during the day – for example, if they have a temperature, sickness, diarrhoea or pains, particularly in the head or stomach – a member of staff will telephone the parents and ask them to collect the child.
- If a child appears to have a high temperature, it will be checked using our thermometer which is kept in the First Aid box.
- If the high temperature is confirmed then the child will be kept cool and rested while the parents are informed
- In extreme cases of medical emergency, an ambulance will be called and the parent informed

1.7.3 Children with nits and head lice

Policy Statement

Nits and head lice are not an excludable condition; although in exceptional cases we may ask a parent to keep the child away until the infestation has cleared.

On identifying any cases of nits or head lice in children while at the setting, we will inform all parents by means of written advice on our Notice Board and ask them to treat their child and all the family if they are found to have head lice.

Individual children who are found to have nits or head lice are not named or otherwise identified on the Noticeboard or elsewhere and such information is kept confidential between Dolphins Pre-school staff and the child's parents.

1.7.4 Children with allergies

Policy Statement

We aim to provide a healthy environment and care for healthy children through being aware of or identifying allergies and preventing contact with the allergenic substances.

Procedures

In the lead-up to children starting at Dolphins Pre-school, we find out from their parents if their child suffers from any known allergies. If a child has an allergy then details of this are recorded on the Application Form and in our By-the-telephone Emergency Contact form and also highlighted in our Allergy Notice sheet (which is affixed to the front of the refrigerator).

Such details will include:

- the allergen (i.e. the substance, material or living creature the child is allergic to such as nuts, eggs, bee stings, cats etc.)
- the nature of the allergic reactions (e.g. anaphylactic shock reaction, including rash, reddening of skin, swelling, breathing problems etc.)
- what to do in case of allergic reactions, including any medication used and how it is to be used (e.g. Epipen or invasive treatments such as rectal administration of Diazepam for epilepsy)
- control measures - such as how the child can be prevented from contact with the allergen

We have a specific policy (see section 1.7.7) prohibiting nuts or nut products such as peanut butter. Parents are made aware of this policy through frequent reminders to minimise the risk of any such allergens being accidentally brought into the setting.

The most prevalent allergic condition for children attending Dolphins Pre-school is asthma. Asthma inhalers are treated as oral medication and procedures for the administering of these is covered in section 1.7.1 above.

1.7.5 Recording and reporting of accidents and incidents

Policy Statement

For the most part, "accident reporting" at Dolphins Pre-school involves recording details of young children in minor accidents such as falling over or in other ways incurring a very minor graze or injury. Such accidents are written up together with any First Aid treatment given by staff (generally applying a cold compress and giving TLC). These accidents as such are brought to the attention of parents collecting their children at the end of the session and the parent signs the Accident. However, we do

not treat any accidents lightly especially those in which children may have bumped or banged heads for which we have an additional report (see below).

We also observe children as they come into the setting and if any child appears to have an injury or should the parents advise us of any health matter, we ask the parents to complete (with our assistance) a Pre-existing Injury report.

We have a separate section of the Accident Book for logging any accidents involving staff or other adults while in the setting.

Separately and more seriously, we follow the guidelines of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) for the reporting of accidents and incidents.

Child protection matters or behavioural incidents between children are not regarded as incidents and there are separate procedures for these.

Procedures

Our Accident Record is always to hand and is available and accessible. As a memory prompt, we write on our Noticeboard the names of any children who have had an Accident and this reminds us to inform the parents at pick-up time.

For children who have suffered a head bump we provide the parents with a Head Bump Notification letter.

We review all entries in the Accident Record periodically to identify any potential hazards (although none has ever been identified by this procedure)

Separately, we will notify Ofsted (as soon as possible after the accident but at least within 14 days) of any accidents or instances which involve:

- food poisoning affecting two or more children looked after on our premises
- a serious accident or injury to, or serious illness of, any child in our care and the action we take in response; and
- the death of a child in our care

Local child protection agencies would also be informed of any serious accident or injury to a child, or the death of any child, while in our care and we act on any advice given by those agencies

Any food poisoning affecting two or more children or adults on our premises would be reported to the local Environmental Health Department

We meet our legal requirements in respect of the safety of our employees and the public by complying with RIDDOR.

We report to the Health and Safety Executive (HSE):

- Any work-related accident leading to an injury to a member of the public (child or adult), for which they are taken directly to hospital for treatment.
- Any work-related accident leading to a specified injury to any of our employees (specified injuries include injuries such as fractured bones, the loss of consciousness due to a head injury, serious burns or amputations)
- Any work-related accident leading to an injury to any of our employees which results in them being unable to work for seven consecutive days
- All work-related injuries that lead to any of our employees being incapacitated for three or more days are recorded in our Staff Accident Book
- When any of our employees suffers from a reportable occupational disease or illness as specified by the HSE
- Any death, of a child or adult, that occurs in connection with a work-related accident
- Any dangerous occurrences (this may be an event that causes injury or fatalities or an event that does not cause an accident, but could have done)

Separate from the Accident Book, we also record any "Incidents".

Serious incidents (we have had none to date) might include:

- a break-in, burglary, or theft of personal belongings or our setting's property;
- an intruder gaining unauthorised access to our premises;
- a fire, flood, or electrical failure;

- an attack on an adult or child on our premises or nearby;
- any racist incident involving families or our staff on the setting's premises;
- the death of a child or adult; and
- a terrorist attack, or threat of one.

On discovery of an incident, we would report it to the appropriate emergency services – fire, police or ambulance – if those services are needed.

If an incident occurs before any children arrive, the session Duty Supervisor (in consultation with the Principal, Deputy Principal, Head of Operations) will risk assess the situation and decide if the premises are safe to receive children.

We may decide to offer a limited service or to close the setting. We would liaise with the owner and maintainer of the premises, Brighton and Hove City Council.

Where an incident occurs whilst the children are in our care and it is necessary to evacuate the premises, we follow the procedures in our Fire Safety and Emergency Evacuation or Emergency Lock-down Policy (section 3.5.3) to ensure all children and adults are safely outside the building or safely contained and enclosed within the building as appropriate.

If a crime may have been committed, we may ask all adults who witnessed the incident to make a witness statement including the date and time of the incident, what they saw or heard, what they did about it and their full names and signatures. We may also ask them, where possible to remain on the premises until the arrival of the emergency services.

In the event of a terrorist attack, we would follow the advice of the emergency services with regard to evacuation, lock-down, medical aid and contacting children's families. Our standard Fire Safety and Emergency Evacuation and Emergency Lock-down Policy (section 3.5.3) would be followed.

1.7.6 Nappy and clothes changing and toilet use

Policy Statement

No child is excluded from participating in Dolphins Pre-school who may, for any reason, not yet be toilet trained and who may still be wearing nappies or equivalent. We work with parents towards toilet training, unless there are medical or other developmental reasons why this may not be appropriate at the time.

We provide nappy changing facilities and exercise good hygiene practices in order to accommodate children who are not yet toilet trained. We also provide a supply of replacement underwear and trousers/skirts to change children who may have “little accidents”.

We see toilet training as a self-care skill that children have the opportunity to learn with the full support and non-judgemental concern of adults.

We expect that all children should be “clean and dry” on arrival. In the event of any “little accidents” during the course of a session we will change the child’s clothing, as required. Parents may also supply nappies and a change of clothes; if their child is still in nappies then they should provide spare nappies, wipes and nappy sacks in a named bag to enable Dolphins Pre-school staff to change them when necessary.

Most Dolphins Pre-school children do not require nappy or clothes changing and access the toilet when they need to and are encouraged to be independent. They are frequently reminded to wash their hands after using the toilet (and at other times) using the “Mr Soapy” foam soap dispensers provided and the paper towels.

Procedures

Our nappy changing facility is in the children’s toilet area and allows children to climb up an attached ladder onto the changing mat. Our staff wear gloves before changing starts and the area is prepared. All members of staff are familiar with the hygiene procedures and during the process of changing the child, staff will:

- never turn their back on a child or leave them unattended whilst they are on the changing mat
- avoid pulling faces and making negative comments about ‘nappy contents’

- not make inappropriate comments about children's genitals when changing their nappies.
- be gentle when changing
- ensure that nappy changing is relaxed and a time to promote independence in young children
- dispose of nappies and pull-ups hygienically off-site
- ensure that trainer pants and ordinary pants that have been wet or soiled are water-proof bagged for parents to take home
- enter details of any and all toilet assistance or nappy changing in our log located on the door of the children's toilet

Staff recognise that we have a "duty of care" towards children's personal needs and that if children are left in wet or soiled nappies/pull ups in the setting this may constitute neglect.

1.7.7 Food and drink

Policy Statement

Social eating is an important focal point within the activities of every session in Dolphins Pre-school. Mid-morning (generally available from 10 am to 11.15 am) snacks are taken in a "free-flow" basis with a group of up to 8 children at a time (so turn-taking) seated at the dedicated snack table, overseen and served by a member of staff or volunteer. Snacks requiring use of a sharp knife are pre-prepared in our staff kitchen, which is out-of-bounds to the children. On a day-to-day basis, two children are nominated to help in setting up and assisting at the snack table. Snacks – which are provided by Dolphins Pre-school – are nutritious and include a variety of fresh and dried fruit, vegetables, rice cakes and bread sticks along with semi-skimmed milk or drinking water (water is available throughout the session, although children usually bring in their own filled and name-labelled water bottles). We respect the rights of parents to provide an alternative snack and drink if their child has an intolerance or allergy. However, fizzy (carbonated) drinks are not permitted.

Children are encouraged to become independent by asking them to "self-register" for snack, giving them opportunities for selecting a chosen coloured beaker, pouring drinks (milk or water) and serving themselves fruit and snacks with staff only offering assistance as and when necessary.

We chose two children each day on a rota basis to help staff with tasks at certain times of the day, one such occasion being snack time.

Lunches (packed lunches provided by each child's parents) are taken as separate groups of up to 8 children at the generally separate lunch-table of each Key Person (seated with her Key Children). Lunch-time is generally 12.30 pm to 1.15 pm.

As well as being alert to health and safety issues at lunch-time, the Key Person in attendance at each table will encourage conversation. This is a social occasion and a learning experience which also promotes independence and prepares Pre-school children for meals they will eventually take in a busy school canteen. Children's lunch-boxes are stored in the east corridor hallway, which is a cool part of our premises not exposed to sunlight.

All staff involved in the preparation of snacks have received training in food hygiene.

We participate in Brighton and Hove City Council's food hygiene initiative "Score on the Doors" and we are rated as a low risk establishment.

Procedures

In the lead-up to children starting at Dolphins Pre-school, we find out from their parents about their child's dietary needs and preferences, including any allergies (section 1.7.4). If a child has any particular dietary needs or preferences or allergies we record this information in the Application Form and in our By-the-telephone Emergency Contact form and it is also highlighted in our Allergy Notice sheet (which is affixed to the front of the refrigerator).

To promote healthy eating at Dolphins Pre-school we follow these procedures:

- We inform parents of our policy on healthy eating
- Give parents advice on healthy eating contents of children's lunch-boxes

- We regularly consult with parents to ensure that our records of their children's dietary needs – including any allergies - are up-to-date.
- We display current information about individual children's dietary needs so that all our staff and volunteers are fully informed about them.
- We take care not to provide food containing nuts or nut products and we are especially vigilant where we have a child who has a known allergy to nuts
- We display menu pictures of snacks for the children to view
- We show sensitivity in providing for children's diets and allergies.
- We do not use a child's diet or allergy as a label for the child, or make a child feel singled-out because of her or his diet or allergy.
- We organise lunch-times so that they are social occasions in which children and adults participate
- We use lunch-times and snack times to help children to develop independence through making choices, serving food and drink and feeding themselves and packing away their lunch-boxes
- We have fresh drinking water constantly available for the children
- We inform the children about how to obtain the water and that they can ask for water at any time during the day.
- We prohibit children from sharing and swapping their food with one another (to protect children with food allergies and other reasons)
- We suggest alternatives to sweet treats on children's birthdays (e.g. they could bring a new copy of their child's favourite book as a donation to Dolphins Pre-school library).

Parents/carers are requested not to put sweets and chocolate in their children's lunch-boxes. However, we do permit parents to bring these treats into the setting to help celebrate their child's birthday and we distribute them at going-home time. We try to discourage packed lunch contents that consist largely of crisps, processed foods, sweet drinks and sweet products such as cakes or biscuits

We promote healthy eating in other ways, including:

Avoiding choking hazards – Grapes, cherry tomatoes and other bite-size foodstuffs are potential choking hazards and parents must cut these into smaller pieces before putting them in their child's lunch-box. We insert a (recyclable) laminated cautionary notice into the lunch-box of any child bringing in grapes or cherry tomatoes which are not cut-up

Eating in full view of staff – in order to minimise the risk of any children choking while eating, we ensure that the children's tables and chairs are arranged (at mid-morning snack and at lunch-times) so that all children are in full front (face visible) view of a member of staff at all times.

Eating only while at the table – in order to minimise the risk of children choking on food, we do not allow children to leave the snack or lunch-table while they still have food in their mouths.

Awareness of foodstuffs not for eating – in messy play we use, among other things, lentils and we are alert to the possibility of children attempting to eat these foodstuffs. This also applies to play-dough

Taste testing – as a learning experience and activity, children are given the opportunity to taste a variety of "new" foods provided by Dolphins Pre-school – usually exotic or unusual fruit and vegetables – and to discuss their perception of texture and flavours and their likes and dislikes.

1.7.8 Children's clothing

Policy Statement

In the course of their "messy play" and developing independence in using the toilet, Dolphins Pre-school children should not be worried about spoiling their clothes. As part of our children's clothing policy, we give parents specific advice (contained in our Parents' Handbook) on what to wear and what not to wear.

Procedures

Our children's clothing policy is summarised below:

Dolphins Pre-school uniform – As part of our enrolment and registration process, parents are provided with a uniform for their child. The uniform comprises a T-shirt and a fleece in Dolphins Pre-school colours (light blue for T-shirt and dark blue for the fleece) bearing Dolphins Pre-school logo.

Suitable clothing – Parents are advised that their children's trousers, skirts and other clothing should be simple and without any elaborate fastenings such as braces or zips. Parents are specifically advised not to send girls to school wearing long peasant style skirts because these tend to get caught up in bikes and are not suitable for independence at toilet time.

Footwear – Children's footwear should be suitable for climbing, running, skipping, scoot-bug locomotion, etc. Open-toed sandals are not appropriate footwear for Pre-school. Parents are advised that lace-up shoes should not be worn unless their child is able to tie shoe-laces unaided.

Outdoor clothing – At Dolphins Pre-school we are committed to year round outdoor play ("No such thing as bad weather – only the wrong clothes"). To enable children to fully enjoy outdoor activities, parents should, subject to the season and the prevailing weather conditions, provide their children with a warm jacket and waterproof clothes. In summertime, parents should provide a hat. Dolphins Pre-school provides a number of fully water-proof all-in-ones and also spare Wellingtons so children may play outdoors in the rain.

Change of clothes – depending on the toilet training status of their child, parents should provide a change of clothes in a named bag to be left on their child's coat peg (see section 1.76 above)

Name-tag labels – Parents should name-label or in some way identify all of their child's removable garments, footwear and sun-hat. Every Dolphins Pre-school child is given laminated name tags to attach to the child's selected coat peg.

1.7.9 First Aid

Policy Statement

Dolphins Pre-school Key Persons are trained in Paediatric First Aid and know how to respond and what action to take and treatment to give in the event of a minor injury or a more serious accident or emergency (such as choking, a head bump or a nose-bleed).

At least one member of staff with a current Paediatric First Aid training qualification is on the premises at any one time. Copies of the Paediatric First Aid qualifications of staff are kept in a separate First Aid folder.

Our preferred Paediatric First Aid training provider is To Baby and Beyond.

Procedures

- A correctly stocked First Aid box is available in the kitchen and is easily accessible to adults but is kept out of the reach of children.
- We also observe children as they come into the setting and if any child appears to have an injury or should the parents advise us of any health matter, we ask the parents to complete (with our assistance) an "**Incident Record**" to confirm it is pre-existing.
- For children who have suffered a head bump we provide the parents with a **Head Bump Notification**
- Medication is only administered in line with our Administering medicines policy (section 1.7.1)
- In the case of minor injury or accidents, first aid treatment is given by a Paediatric First Aid qualified member of staff.
- In the event of minor injuries or accidents, we would normally inform parents when they collect their child, unless the child is unduly upset or we have concerns about the injury - in which case we will contact the child's parents for clarification of what they would like to do, i.e. whether they wish to collect the child and/or take them to their own GP.
- An ambulance is called for children requiring emergency treatment – we would contact the child's parents immediately and inform them of what has happened and where their child has been taken.

- Accidents and injuries are recorded in our Accident Book and, where applicable, notified to the Health and Safety Executive, Ofsted and/or local child protection agencies in line with our Recording and reporting of accident and incidents policy (section 1.7.5)

1.7.10 Travel

Policy Statement

Dolphins Pre-school actively encourages pupils and staff to walk, scoot or cycle to school as they:

- keep us fit and healthy
- help our pupils develop road safety skills which will keep them safe as they travel further afield and more independently
- help keep our local air clean, and our streets free from congestion
- are life skills that everyone should be able to benefit from

Procedures

What we do

- We use Modeshift STARS to update and monitor our school travel plan
- We promote safe and active travel as much as possible by using our noticeboard, displays, newsletter and website and Facebook Page
- We encourage all members of our school community to walk, cycle or travel by public transport for the journey to school.

To support this we promote:

- Cycle training (Bikeability)
- Scooter training
- Pedestrian training
- Secure scooter/bike parking
- Secure areas for helmets/equipment

Public transport information

- Local trips are made by public transport where possible, or on foot if the destination is close by
- We let parents/carers know that we promote healthy and sustainable travel to Dolphins Pre-school before the child starts

What we ask of parents

- Please encourage your child(ren) to walk, scoot or cycle to school whenever possible
- Ensure your child(ren) walk or ride sensibly and safely on the way to and from school, and to push bikes and scooters on school grounds
- Ensure that bicycles and scooters are roadworthy and properly maintained. If in doubt consult a qualified mechanic
- Consider providing your child(ren) with a cycle helmet
- Ensure your child(ren) can be seen by fitting lights to their bike by supplying them with high visibility clothing
- Make sure your child(ren) has a lock for their bike / scooter and that they know how to use it
- Ensure you have appropriate insurance cover for your child(ren)'s bicycle or scooter as the school is not liable for any loss or damage to cycles or scooters on the premises or being used on the way to or from school
- If you travel by bus, can you get off the bus at least two stops early and walk the last part of the journey?

We understand that sometimes there is no alternative to driving to school. Where a car must be used we ask parents to drive only part of the way, and drop their child(ren) off away from the school so that some of the journey can be walked or scooted.

- We have a 5 minute walk zone map and ask parents to make use of this by visiting <http://www.dolphinspre-school.co.uk/find-us.html>
- We have a park & stride site at Waitrose

If you do have to drive your child(ren) and stop in the near vicinity please do so legally, safely and with respect for our neighbours and local residents. It is not acceptable to park or wait on double yellow lines, on the school zigzags or across residential driveways or other parked cars for any period of time.

The decision on whether a child is competent to cycle or scoot to school is for the parent(s) or carer(s) to make. The school has no liability for any consequences arising from this decision.

What we ask of pupils

- Ask your parents if you can walk, scoot or cycle to Dolphins Pre-school
- Behave in a way that shows you and Dolphins Pre-school in the best light whether walking, scooting, cycling or using public transport
- Ride or walk courteously, sensibly and safely on the way to and from Dolphins Pre-school
- Push bikes and scooters on school grounds
- Check that your bike or scooter is roadworthy and properly maintained
- Ensure you wear a cycle helmet
- Make sure you can be seen by using lights in the dark or bad weather and by wearing high visibility clothing
- Make sure you have a lock for your bike or scooter and that you use it

1.8 British values

Policy statement

From September 2014, the Government placed a requirement on providers who participate in the Early Years Free Entitlement (EYFE – which is administered through Local Government) scheme that such providers must actively promote fundamental British values in their teaching. “For children in the early years this will be about learning right from wrong; learning to take turns and share; and challenging negative attitudes and stereotypes.” We fully support this and our “caring and sharing” ethos clearly embraces such British values.

Social and emotional development is shaped by early experiences and relationships and incorporates elements of equality and British and universal values. The Early Years Foundation Stage (EYFS) supports children’s earliest skills so that they can become social citizens in an age-appropriate way, that is, so that they are able to listen and attend to instructions; know the difference between right and wrong; recognise similarities and differences between themselves and others; make and maintain friendships; develop empathy and consideration of other people; take turns in play and conversation; avoid unacceptable risk and take notice of rules and boundaries; learn not to hurt or upset other people with words and actions; understand the consequences of hurtful or discriminatory behaviour.

The fundamental British values of democracy, rule of law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs are already implicitly embedded in the statutory framework for the EYFS Published 12 July 2023 (Effective 4 September 2023).

Procedures

1.8.1 Democracy

Democracy - or making decisions together - is fostered and promoted through the EYFS prime area of Personal, Social and Emotional Development. As part of the focus on self-confidence and self-awareness, Dolphins Pre-school staff encourage children to see their role in the bigger picture, encouraging them to know that their views count, to value each other’s views and values, and talk about their feelings, for example, recognising when they do or do not need help.

Staff support the decisions that children make and provide activities that involve turn-taking, sharing and collaboration. Children are given opportunities to develop enquiring minds in an atmosphere where questions are valued.

1.8.2 Rule of law

Rule of law - or understanding that rules matter – is fostered and promoted through the prime area of Personal, Social and Emotional Development. We ensure that children understand their own and others' behaviour and its possible consequences. Through agreeing our Dolphins Pre-school Children's Rules we collectively agree with children the rules covering our conduct and codes of behaviour (e.g. the rules about tidying up) and ensure that all children understand that the rules apply to everyone.

1.8.3 Individual liberty

Individual liberty - or freedom for all - is fostered and promoted through the prime areas of Personal, Social and Emotional Development and the specific area of Understanding the World.

At Dolphins Pre-school, children develop a positive sense of themselves. Staff provide opportunities for children to develop their self-knowledge, self-esteem and increase their confidence in their own abilities (e.g. through allowing and where appropriate encouraging children to take risks on an obstacle course and talking about their experiences and learning).

Dolphins Pre-school staff encourage a range of experiences that allow children to explore the language of feelings and responsibility, reflect on their differences and understand they are free to have different opinions (e.g. discussing in small group what they feel about transferring into Reception Class).

1.8.4 Mutual respect and tolerance

Mutual respect and tolerance - or treating others as you want to be treated – is fostered and promoted - through the prime areas of Personal, Social and Emotional Development and the specific area of Understanding the World. Dolphins Pre-school staff create an ethos of inclusiveness and tolerance where views, faiths, cultures and races are valued and children are engaged with the wider community. Children acquire tolerance, appreciation and respect for their own and other cultures; know about similarities and differences between themselves and others, and among families, faiths, communities, cultures and traditions. We encourage and explain the importance of tolerant behaviours, such as sharing and respecting other's opinions. Dolphins Pre-school staff promote diverse attitudes and challenge stereotypes, e.g. sharing stories that reflect and value the diversity of children's experiences and providing resources and activities that challenge gender, cultural or racial stereotyping.

At Dolphins Pre-school it is not acceptable to:

- actively promote intolerance of other faiths, cultures and races
- fail to challenge gender stereotypes and routinely segregate girls and boys
- isolate children from their wider community
- fail to challenge behaviours (whether of staff, children or parents) that are not in line with the fundamental British values of democracy, rule of law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs

Closely allied to our promotion of British values, we also subscribe to the United Nations Universal Declaration of Human Rights (UDHR). For Dolphins Pre-school library, acting on the helpful suggestion of a Dolphins Pre-school parent, we purchased (in October 2015) the picture book entitled "We are all born free", highlighting the UDHRs and produced in association with Amnesty International. In a similar vein, we purchased the book "I have the right to be a child" by Alain Serres, which is based on the United Nations Convention on the Rights of the Child.

2 Suitable People

2.1 Employment and Staffing

Policy statement

Dolphins Pre-school is a long established Pre-school and most of our staff have been looking after children on a professional basis for many years. For the various roles that they perform, each member of staff has appropriate qualifications, training, skills and knowledge.

Dolphins Pre-school provides a staffing ratio which is generally always higher than the minimum requirements of the Safeguarding and Welfare Requirements of the Early Years Foundation Stage to ensure that children have sufficient individual attention and to guarantee care and Pre-school education of a high quality. We ensure that any new staff are appropriately qualified and we carry out checks for criminal and other records through the Disclosure and Barring Service (DBS) in accordance with statutory requirements.

Procedures

We seek to retain and deploy our high quality staff to best effect and to add new appropriately qualified members to the team through these procedures:

2.1.1 Equality of opportunity in staff promotion and recruitment

In accordance with our equal opportunities policies (section 4.1.2), we work towards equality of opportunity by using non-discriminatory procedures for staff promotion and staff recruitment. When we have a staff vacancy, we welcome job applications from all sections of the community. Applicants will be considered on the basis of their suitability for the post, regardless of disability, gender reassignment, pregnancy and maternity, race, religion or belief, sexual orientation, sex, age, marriage or civil partnership. Applicants will not be placed at a disadvantage by our imposing conditions or requirements that are not justifiable.

2.1.2 Suitability of staff and volunteers

We follow the requirements of the Early Years Foundation Stage and Ofsted guidance on checking the suitability of all staff and volunteers who will have unsupervised access to children. In accordance with our safeguarding policies (particularly section 1.2.3), this includes obtaining references and ensuring they have a satisfactory enhanced criminal records check with barred list(s) check through the DBS. This is in accordance with requirements under the Safeguarding Vulnerable Groups Act (2006) and the Protection of Freedoms Act (2012) for the vetting and barring scheme. We keep all records relating to the employment of our staff and volunteers; in particular those demonstrating that suitability checks have been done, including the date of issue, name, type of DBS check and unique reference number from the DBS certificate. (These are kept in our separate folder DBS/CRB/Police checks). All members of staff are expected to disclose any convictions, cautions, court orders, reprimands and warnings which may affect their suitability to work with children – whether received before, or at any time during, their employment with Dolphins Pre-school.

Disqualification by association

Until August 2018 Staff / volunteers have an obligation to disclose to the setting if they, or to the best of their knowledge, someone they are living with:

- is barred and/or disqualified from working with children
- has had a registration cancelled or refused in relation to childcare provision (such as a children's home or nursery)
- has been prohibited from fostering or private fostering

From September 2018 there is a removal of disqualification by association 1. By amendment of regulation 9 of the Childcare (Disqualification) and Childcare (Early Years Provision Free of Charge) (Extended Entitlement) (Amendment) Regulations 2018 ("the 2018 Regulations"), for individuals working in childcare in non-domestic settings (e.g. schools, nurseries and pre-schools).

Drugs & alcohol

If staff / volunteers suffer from an alcohol or drug addiction, then they are expected to notify Dolphins Pre-school. It is a disciplinary offence to attend work where the use of either alcohol or drugs (including those known as Legal Highs) impairs the safe and efficient running of Dolphins Pre-school, or the health of our employees and service users.

Where we become aware of any relevant information which may lead to the disqualification of an employee, we will take appropriate action to ensure the safety of children. In the event of disqualification, that person's employment with Dolphins Pre-school will be terminated.

2.1.3 Staff job descriptions, qualifications, training, induction, support and supervision

All Dolphins Pre-school staff have job descriptions (there is a standard job description for a Dolphins Pre-school Practitioner; additional responsibilities are added for session Duty Supervisor, Early Years Professional and Head of Operations) which set out their staff roles and responsibilities.

The Deputy Principal (Marita Farrant) of Dolphins Pre-school holds an Early Years Professional qualification. The Principal (Sheila Gavan) of Dolphins Pre-school and all sessions Duty Supervisors hold the CACHE Level 3 Diploma in Pre-school Practice or an equivalent qualification. Mr Peter Farrant is a BA (Hons) graduate with more than 25 years professional experience of working within education, including Local Authorities, in early years, primary, secondary and tertiary educational settings. Copies of relevant qualifications for member of staff are held in our Staff Qualifications folder/in electronic form.

Regular staff training sessions are held during each of our INSET Days spaced throughout the year. Staff are also encouraged to access on-line training using Dolphins Pre-school membership of the Pre-school Learning Alliance Educare Training site. Some staff also attend courses provided by Brighton and Hove City Council Early Years Team.

All Key Persons have training in Paediatric First Aid. A volunteer who oversees children during mid-morning snack (section 1.7.7) has attended a training course in Food Hygiene.

We provide induction training for new staff upon joining the setting. Such induction training includes our Fire and Emergency Evacuation procedures (section 3.5.3), our safeguarding and child protection policies (section 1.2), our equality policy (section 4) and general health and safety issues.

The Principal / Deputy Principal / Head of Operations provide ongoing support and supervision for all members of staff through regular meetings. The general culture and openness of Dolphins Pre-school is one of a hard-working and dedicated team, all of whose members are mutually supportive and strive to continually improve what we provide for children and families. Generally, all members of staff are able to discreetly raise sensitive issues which are then discussed in confidence, as necessary.

For these meetings to be effective, each person must take equal responsibility for ensuring effective communication and co-operation, and recognising the value of supervision.

Supervision meetings seek to ensure staff are clear about what their job involves, what the setting wants them to do, and for them to be supported to do their job well. The meetings are there to set and communicate standards, and to ensure that staff understand how they are expected to meet them. Areas for discussion could include:

- the development and well-being of key children, agreeing a schedule of actions
- workload
- concerns or team issues
- relationships with parents/carers
- the performance of the setting as a whole
- training and development
- progress following the previous supervision

- time management
- changes in circumstances e.g. change of address, police caution

Staff are expected to produce work to the expected standards and strive for continuous development. Dolphins Pre-school also expects an open, non-defensive response from staff when work is being discussed. In return staff are supported to deliver excellent performance.

2.1.4 Key Person Programme

In accordance with our policy on Key Persons (section 2.4), we use a Key Person approach so that each member of staff is assigned Key Children with whom she bonds and forms a relationship. The Key Person meets regularly with the parents and plans for the child's well-being and development in the setting.

2.1.5 Staff uniforms

When on duty, all Dolphins Pre-school staff wear our staff uniform which bears Dolphins Pre-school logo and is similar to Dolphins Pre-school children's uniform (section 1.7.8) and this helps to promote the staff as a team.

2.1.6 Staff taking medication

If and when a member of staff is taking medication which may affect his or her ability to care for children then we will be alerted to this by the member of staff. Our staff will only work directly with the children if medical advice confirms that the medication is unlikely to impair their ability to look after children properly. Staff medication on the premises will be kept out of reach of the children at all times.

2.1.7 Staff absences

Dolphins Pre-school operates on an academic year of 38 weeks. Staff do not take any holiday break during term time. Where a staff member may need to take time off for any reason other than sick leave or training then this is agreed with the Principal, Deputy Principal or Head of Operations with sufficient notice.

In the event that staff are unable to attend on their assigned sessions, they will liaise with other members of staff to arrange equivalent cover for those sessions and complete the exchange of sessions form.

2.2 Student placements

Policy Statement

Dolphins Pre-school recognises that the quality and variety of work and activities carried out in our Pre-school provide an ideal training opportunity for students on placement from school, college and university child-care courses, as well as those studying for a variety of Early Years qualifications. We also offer placements for school pupils on work experience.

We aim to provide for students on placement with us experiences that contribute to the successful completion of their studies and that provide examples of quality practice in early years care and education.

Procedures

Students are welcomed into Dolphins Pre-school on the following conditions:

2.2.1 Children's needs priority

The needs of the children are paramount and students are not admitted in numbers which hinder the essential work of Dolphins Pre-school.

2.2.2 Confirmation of Student's status

Students must be confirmed by their tutor as being registered on a bona fide child-care course which provides necessary background understanding of children's development and activities.

2.2.3 Prior Approval from Parents

Students required to conduct child studies do not do so unless they have obtained written permission from the individual child's parents

2.2.4 Bound by Confidentiality Policy

Students are required to respect Dolphins Pre-school Confidentiality Policy and any information gained about the children, families or other adults must remain confidential.

2.2.5 Restrictions

Students do not have unrestricted access to and are never left alone at any time with children.

2.2.6 Induction

At the first session of their placement, students are given a short induction on how our setting is managed, how our sessions are organised and our policies and procedures.

2.3 Key Person

Policy Statement

We have previously touched on (section 2.1.4) our Key Person programme in connection with staffing matters. In this section we cover the issue in terms of a more detailed description of the role and its importance in settling-in children.

The statutory framework for the EYFS (sections 1.10 and 3.27) requires that "every child must be assigned a Key Person. Their role is to help ensure that every child's care is tailored to meet their individual needs, to help the child become familiar with the setting, offer a settled relationship for the child and build a relationship with their parents."

At Dolphins Pre-school we want children to feel safe, stimulated and happy in the setting and to feel secure and comfortable with our staff. We also want parents to have confidence in both their children's well-being and their role as active partners with our setting. We aim to make Dolphins Pre-school 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.

The Key Person role is set out in the Safeguarding and Welfare Requirements of the Early Years Foundation Stage. Each child must have a Key Person. These procedures set out a model for developing a Key Person approach that promotes effective and positive relationships for children.

Procedures

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2.3.1 Allocation and duties of the Key Person

We allocate a Key Person before the child starts at Dolphins Pre-school and the child and family are generally introduced to the KP during the child's induction visit.

The KP is responsible for:

- Welcoming the child and the family during their induction visit and for settling the child into Dolphins Pre-school.
- Offering unconditional regard for the child and being non-judgemental.
- Working with the parents to plan and deliver a personalised plan for the child's well-being, care and learning.
- Acting as the key contact for the parents

- Initiating and maintaining developmental records and for sharing information on a regular basis with the child's parents to keep those records up-to-date, reflecting the full picture of the child in our setting and at home
- Liaising with other carers/settings involved with the child and co-ordinating the sharing of appropriate information about the child's development with those carers/settings
- Encouraging positive relationships between all her Key Children during lunchtime and at other times

We promote the role of the Key Person as the person:

- with whom the child forms a secondary attachment bond
- who is the child's primary carer in our setting
- who establishes relationships with the child's parents and other adults involved in the child's care

2.3.2 The role of the Key Person in settling-in

Before a child starts regular attendance at Dolphins Pre-school, we provide parents with information – on our website, Facebook page, in the parents' handbook, the parents' folder, and our newsfeed (The Splash). We provide an induction session to help the settling-in process when the child and parents visit the setting to learn more about our routines and fill in any gaps in the child's registration records. Such induction session visits are generally made in the half-term before a child's formal start date.

The Key Person will welcome and look after the child and parents/carers at the child's first session and during the settling-in process.

During the induction session the Key Person will explain the settling-in process with parents/carers and jointly decide on the best way to help the child to settle into Dolphins Pre-school.

We recognise that every child is different and cater for all children's needs when deciding upon the most appropriate settling-in strategy. Some children are happy to say goodbye to their parent/carer at the door, others like to be settled at an activity/with their friends or Key Person and some children like their parent/carer to stay for circle time. When a child experiences anxiety separating from their grown-up we work with the parent/carer to find the most appropriate course of action.

Some children may take longer to settle in, as might others e.g. 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.

Our visual timetable is shown to children in the settling-in phase throughout the session to present them with a time-frame and indication of when their parents/carers will return.

When parents leave, we ask them to say goodbye to their child and to re-assure the child that they will be coming back, and when.

2.3.3 The role of the Key Person in the progress check at age two

The Key Person carries out the progress check at age two in accordance with any local procedures that are in place and referring to the guidance "A Know How Guide: The EYFS progress check at age two" (each member of staff has a personal copy of this publication).

The progress check aims to review the child's development and ensures that parents have a clear picture of their child's development.

Parents share information about their child's progress and attainment at home and elsewhere away from the setting.

Within the progress check, the Key Person will note areas where the child is progressing well and may identify areas where progress is less than expected.

If necessary, the progress check will describe the actions that will be taken by us to address any developmental concerns (including working with other professionals where appropriate) as agreed with the parent(s).

The Key Person, in conjunction with our Early Years Professional, will plan activities to meet the child's needs within the setting and will support parents to understand the child's needs in order to enhance their development at home.

3 Safety & suitability of premises, environment and equipment

3.1 Health and Safety General Standards

Policy statement

The health and safety of children is of paramount importance at Dolphins Pre-school. Staff continually think “safety-first” while carrying out their duties and are always on a high level of alertness.

We make our setting a safe and healthy place for children, parents, staff and volunteers by raising awareness of health and safety issues and by minimising hazards and risks (see section 3.4) to enable the children to thrive in a healthy and safe environment.

3.1.1 Designated Health and Safety Co-ordinator

Peter Farrant, Head of Operations is our designated Health and Safety Co-ordinator and it is his responsibility to ensure that Dolphins Pre-school Health and Safety Policy is implemented. Our Co-ordinator is familiar with relevant statutory legislation including:

- Health and Safety at Work Act (1974)
- Management of Health and Safety at Work Regulations (1999)
- Electricity at Work Regulations (1989)
- Control of Substances Hazardous to Health Regulations (COSHH) (2002)
- Manual Handling Operations Regulations (1992 (As Amended 2004))

3.1.2 Health and Safety Executive and Insurance Posters

Dolphins Pre-school has public liability insurance and employer’s liability insurance. Certificates of insurance are displayed in the hallway Notice Board (visible to parents)

As required by law, we also have on display the Health and Safety Executive’s (HSE) “Health and Safety Law – What you need to know” for employees and this is displayed in Dolphins Pre-school staff kitchen. We regularly consult the HSE’s web-site for updates on health and safety issues.

3.1.3 Health and Safety Awareness Raising

The paramount importance of health and safety issues is given a high profile in other ways:

- Our induction training for staff and volunteers includes a clear explanation of health and safety issues so that all adults are able to adhere to our policy and procedures as they understand their shared responsibility for health and safety.
- The induction training covers matters of employee well-being, including safe lifting and the storage of potentially dangerous substances.
- Records are kept of these induction training sessions and new staff and volunteers are asked to sign the records to confirm that they have taken part.
- Health and safety issues are explained to the parents of new children, so that they understand the part played by these issues in the daily life of the setting.
- As necessary, health and safety training is included in staff training and health and safety is discussed regularly at our INSET day staff meetings.
- We operate a no-smoking policy.
- Children are made aware of health and safety issues through discussions, planned activities and routines.

3.1.4 Vigilant Supervision

All children are supervised by Dolphins Pre-school staff and/or adult volunteers and at all times the children are always within sight of an adult.

Should a group (of adults and children) go out onto our adjoining playing fields then an appropriate ratio of staff to children is maintained among those remaining in the setting.

Children do not have access to the staff kitchen or the office or any other out-of-bounds areas such as our storage room or staff/adult toilets.

Children do not have access to any potentially hazardous appliances. All potentially dangerous materials (including cleaning fluids and medicines) are stored safely and out of reach of the children.

3.1.5 Collision avoidance

Children are not allowed to run indoors unless it forms part of an organised and closely supervised activity. The floor space (118 square metres), layout and net usable space in our central open-plan area allow children and adults to move safely and freely between activities.

3.1.6 Windows and Patio Doors

Low level windows (we also have sky-light windows) and patio doors in our central open plan area are made of strong plate-glass that is not susceptible to breakage. The windows are protected from vandalism from people outside the building by bringing down protective shutters at the end of the day.

Windows in the children's toilet are securely locked so that children cannot climb through them.

3.1.7 Doors

We take precautions to prevent children's fingers being trapped in doors. For doors which children negotiate, we have installed **Door Finger Protector**® which prevents fingers entering the dangerous gap along the hinged side.

At times when doors need to remain open (such as to allow children access to their outer wear clothing stored in the west corridor hallway), we secure the door(s) open with a door wedge and check frequently that these are still in place. The door into children's toilet is kept wedged open at all times during sessions. After the start of each session we close over the door to the east corridor hallway and this is only opened again for children to access their lunch-boxes, which are stored in the hallway. The east external door to the car park is closed, locked and bolted (the bolt is located near the top of the door out-of-reach of children) – this ensures it cannot be opened by children.

The patio doors are heavy and not easily moved so that only adults may open and close the patio doors.

There is a "sliding removable partition" which is placed at a strategic point in the west corridor to block off access to any children (but it is positioned to allow the children access to their coat and other out clothing storage).

3.1.8 Floors

All floor surfaces are checked on a daily basis (or more frequently – such as after lunch) to ensure that they are clean (and if necessary are cleaned) and not wet or damaged. Appropriate signage is placed in any damp areas.

3.1.9 Electrical appliances, heaters and equipment

Dolphins Pre-school premises do not have any gas (neither mains gas nor LPG) heaters or cookers. The general health and safety checks (some of which are carried out by the owner/maintainer of the premises – Brighton and Hove City Council) and procedures on our electrical equipment ensure that:

- our main heaters are wall-mounted and fixed at a high level out-of-reach of children and adults
- older low wall-mounted / kick space heaters have been decommissioned / removed
- all electrical equipment conforms to safety requirements and is checked regularly.
- our electrical trip-switch gear/meter cupboard is not accessible to the children.
- heaters, electric sockets, wires and leads are properly guarded and we teach the children not to touch them
- there are sufficient sockets in our setting to prevent overloading; and trip-switches
- electrical devices are switched off from the plug after use.

3.1.10 Hot water

The temperature of tap water in the children's toilets is thermostatically controlled by a mixer-valve to ensure that the water is never too hot and so children are not scalded. The maintenance of the hot water controls is the responsibility of Brighton and Hove City Council but staff regularly check the tap flow to ensure the water is not too hot.

In the staff kitchen we have installed warning signs to indicate that the hot water tap flow here may be very hot!

As a precaution against Legionnaire's Disease, the temperature of all water throughout the building is regularly (on a monthly basis) monitored by a contractor authorised by Brighton and Hove City Council.

As a precaution against children being accidentally scalded, we expressly prohibit hot drinks (unless they are held in enclosed, spill-proof mugs) in the main open plan area (hot drinks in open mugs are restricted to the staff kitchen).

3.1.11 Water

There are no water features or ponds on the premises or in the vicinity of Dolphins Pre-school setting and we do not use paddling pools. Water play activities are always with shallow water and continuously supervised.

3.1.12 Storage

All equipment and resources are stored or stacked safely to prevent them from accidentally falling or collapsing. We have mechanisms to prevent children accessing large storage closets in the main open plan area and storage rooms are out-of-bounds to children. Large units (such as our two bookcases) have lock-wheel mechanisms to prevent them being moved by children.

3.1.13 Outdoor area

During Dolphins Pre-school sessions, the main east door to the car park is locked and bolted (the bolt is positioned near the top of the door out-of-reach of children). The only entrance/exit from the building is then via the patio doors leading onto the main open-plan area. These are emergency exits and, as required by law, are kept unlocked for safety reasons.

Dolphins Pre-school outdoor patio and garden area is enclosed by a fence and has two secured gates.

Our outdoor area is checked for safety and cleared of rubbish, animal droppings and any other unsafe items before it is used.

In the garden area we do not use poisonous plants, herbicides or pesticides.

Our outdoor sand pit is covered when not in use and is cleaned regularly.

There is a large outdoor storage lidded-container (the use of which has been risk assessed elsewhere) which holds our community playthings wooden blocks (the use of these by children has also been separately risk assessed).

We ensure that children are suitably attired for the weather conditions and type of outdoor activities. We also ensure that suncream is applied and hats are worn during the summer months.

We supervise all outdoor play, gardening and sports activities (including children climbing our tree or climbing frame).

3.1.14 Hygiene and healthy lifestyle

We seek information from the Public Health England to ensure that we keep up-to-date with the latest recommendations.

Our daily routines encourage the children to learn about health, safety and personal hygiene through the activities we provide and the routines we follow, including:

- children are taught to cover their mouths when coughing
- children are encouraged and where necessary assisted to blow and wipe their noses as required and a box of tissues is always available for these purposes

- children are taught to dispose of soiled tissues hygienically in a bin with a closed lid (lid operated by foot-pedal)
- children are taught to always wash their hands after using the toilet and before eating snack and lunch, and after playing in the digging patch with soil

We have a daily cleaning routine for the setting, which includes the open-plan area, children's toilets and nappy changing areas and the staff kitchen (children do not have access to the kitchen).

The toilet area has a high standard of hygiene, including hand washing and paper towel drying facilities. We also have off-site disposal facilities for nappies.

We implement good hygiene practices by:

- cleaning tables between activities;
- covering the tables with wipe-clean covers for lunch-times;
- cleaning and checking toilets regularly (in accordance with checklist displayed in the staff kitchen and children's toilet area);
- wearing protective clothing - such as aprons and disposable gloves - as appropriate;
- providing sets of clean replacement clothes for children; and
- providing tissues and wipes
- covering the tables with wipe-clean table clothes for lunch-time and also snack-time

3.1.15 Daily safety check-list

A daily safety check-list of specific items on the premises both indoors and outdoors is made by the session Duty Supervisor prior to children coming into the setting. The items in the list include:

- Hot drinks (other than in spill-proof enclosed mugs) removed from the open-plan area in the staff kitchen (which is not accessible to children (by virtue of a gate-lock)
- Check cleanliness of toilets and supply of toilet roll and paper towels
- Safety covers in electric sockets
- Fire door exit clear
- Outer door locked
- Doorstops correctly positioned
- Main room closet storage doors closed over and child-proofed
- Outdoor checked for rubbish (see section 3.1.14) and gate closed/locked

At the conclusion of each session there is also a safety check-list which includes things such as ensuring any heaters are switched off.

3.1.16 Healthy lifestyle - outdoor play

Every day throughout the year when Dolphins Pre-school is in session, children are given the opportunity for supervised exercise and play in the fresh air in our extensive outdoor area.

In summertime parents are advised to apply sun-cream to their children's exposed skin areas and we provide sun-hats for all children. We also have natural sun-shades (from a mature tree) and collapsible, large, parasol style sun-shades which are set up as required.

Staff are alert to the potential danger that exposure to the sun may cause to children and act as appropriate in their supervision.

3.1.17 Healthy lifestyle – information sources

Dolphins Pre-school staff maintain links with health visitors and access (see also section 3.1.15) health information and advice from our Local Health Authority information sources and other agencies.

Parents have the opportunity to discuss health matters with Dolphin staff and have access to our published information. We also "sign-post" parents to other sources of advice, as appropriate.

3.1.18 Toys and equipment

Dolphins Pre-school toys and educational equipment is checked regularly for cleanliness and safety. Any unsafe or faulty items are discarded.

In setting up equipment large items are always erected with care.

We ensure that play toys and/or equipment provided to individual children is developmentally (ages and stages) appropriate recognising that materials suitable for an older child may pose a potential risk to younger children.

All materials (including paints and glue/paste) used by children at Dolphins Pre-school are non-toxic and sand is clean and suitable.

We teach children to correctly handle and store tools (gardening tools in particular).

Like all Dolphins Pre-school activities, physical play is continually supervised.

3.1.19 Health and Safety of Adults

We ensure that adults are provided with guidance about the safe storage, movement, handling, lifting and erection of large pieces of equipment.

We provide safe equipment and insists that these are used by adults when they need to reach up to store equipment or to change light bulbs.

We ensure that all warning signs are clear and in appropriate languages.

We ensure that adults do not remain in the building on their own.

We record the sickness of staff and their involvement in accidents. The records are reviewed regularly to identify any issues that need to be addressed.

3.1.20 Control of substances hazardous to health

We implement the current guidelines of the Control of Substances Hazardous to Health Regulations (COSHH).

We keep a record in the office of all substances that may be hazardous to health - such as cleaning chemicals, or gardening chemicals if used and where they are stored (e.g. in the locked gardening closet).

We minimise hazardous substances in the setting and ensure that they are stored safely away from the children.

We carry out a risk assessment for all chemicals used in the setting. This states what the risks are and what to do if they have contact with eyes or skin or are ingested.

We keep all cleaning chemicals in their original containers.

We keep the chemicals used in the setting to the minimum in order to ensure health and hygiene is maintained. We do not use:

- bleach (except during holiday periods when children are not at the setting);
- environmental factors are taken into account when purchasing, using and disposing of chemicals
- All members of staff are vigilant and use chemicals safely.
- Members of staff wear protective gloves when using cleaning chemicals
- Members of staff wear protective gloves when changing nappies and children's soiled clothes

3.2 Maintaining children's safety and security on the premises

Policy statement

Although we do not impose airport-style security measures, we maintain a high level of security at the setting to ensure that all children are safely cared for during their time in the Pre-school.

Procedures

3.2.1 Children's personal safety

We ensure that all staff and, if necessary, volunteers have been the subject of an Enhanced Disclosure and Barring Service/ CRB check (see section 1.2.3).

We ensure that all children are supervised by adults at all times abide by the staff to children ratios, with a balance of staff distributed where needed in the indoor/outdoor space to ensure safety.

We carry out risk assessments (see section 3.4) to ensure children are not made vulnerable within any part of our premises or by any activity.

3.2.2 Arrivals and departures procedures/door duty

We are aware that children are at their greatest risk of going missing at times of arrival and departure. All staff are trained to be in a heightened state of awareness at these busy times.

Arrivals and departures are made using the east external door onto the car park. This door leads onto the east corridor hallway, with other doors leading off the hallway including the door into the main open-plan area. At the start and finish of each main session (the procedure for Bolt-on sessions when fewer children are expected or are present is slightly different) two members of staff stand ("on door duty") at the door leading into the main open-plan area which is wedged fully open. Staff on door duty do not involve themselves in prolonged discussions with parents (such parents are passed on to another member of staff not on door duty) so that they are focussed on ensuring that no children slip past (the duty of care applies to not only Dolphins Pre-school children but also their siblings who may have accompanied them in and additionally we have childminders who bring Dolphins Pre-school children and sometimes 3 or 4 of the childminder's other children) the doorway into the hallway and possible "escape" into the car park. Should a parent/carer need to speak with a particular member of staff who is on door duty then that person will "swap" with another staff member, who will then take up the door duty.

3.2.3 East external door locked and bolted after arrivals

Staff on door duty remain at their posts until all expected children are in the main open-plan area. The east external door onto the car park is then locked and bolted (the bolt is positioned near the top of the door out-of-reach of children). The only entrance/exit into the premises is then the patio doors – these are emergency/fire exit doors which by law remain unlocked but are closed over. The patio doors are heavy and not easily moved so that only adults may open and close these.

At the start of each session, we close over and snib the internal door onto the main open-plan area leading to the east corridor hallway and this is only opened again for children to access their lunch-boxes, which are stored in the hallway.

3.2.4 Late arrival

Parents who are late need to ring the doorbell (since entry through the east external door is not possible because it is locked and bolted) and wait for a member of staff to open the door. Visitors use the same procedure.

3.2.5 East external door not to be used during session time

Parents are told by word of mouth and highly visible caution/safety notice on the door that they should never leave the building by the east door during session times, unless accompanied by a member of staff as the door must be kept locked and bolted for the security of the children.

3.2.6 Early register and head count

The children's attendance register (and a separate staff register) is ticked-off as people arrive and leave so that a complete record of all those present is available in any emergency.

The first head-count of the session is made immediately after the attendance record has been double-checked using children's self-registration magnetic name-tags. Additionally, head-counts are made periodically during each session.

After closing and locking the east external door (see section 3.2.3) and the completion of the registration/head-count process staff will be alert to any visitors seeking access to the building. The patio doors provide panoramic views of the approaches to the premises.

3.2.7 Authorised adults

Children leave Dolphins Pre-school only when accompanied by authorised adults. If a parent is late collecting a child (see section 1.3) then two Dolphins Pre-school staff members will remain with the child.

If a child is to be collected by someone other than their usual adult then we should be advised of this beforehand. In an emergency if a child is to be collected by someone unknown to Dolphins Pre-school then parents should telephone us to alert us to this change.

Should any adult be deemed to be in an unfit state to take a child from our care then we may report this to Front Door for Families (formerly MASH) (see section 1.2.11).

Dolphins Pre-school reserves the right to refuse to allow a child to leave with an unknown adult if this has not been authorised beforehand by the parent. A password system is in operation for changes to pick up by parents/carers unknown to staff.

3.3 Supervision of children on outings

Policy statement

Dolphins Pre-school does not take children in our care on outings, as such. We do however occasionally take children just beyond the boundary of our premises for organised activities on the field. Weather permitting, we sometimes take the children on a short walk on the adjoining Nevill playing fields.

We also go onto the adjoining playing fields for our annual special days - Sports Day, and pre-arranged Fire Brigade visit. Those Dolphins Pre-school children who are going on to our next-door neighbour Aldrington School, are taken there late in the summer term for a morning visit as part of our transitioning to school arrangements

Procedures

Although no longer a mandatory requirement under the Statutory Framework for the EYFS (section 3.65) we seek parents' written consent prior to taking Dolphins Pre-school children to Aldrington School. For outings on the Nevill playing fields we have a specific risk assessment focus sheet (separate folder) which includes, among other things, maintaining the appropriate adult to child ratio at all times and specific measures for dealing with unwanted approaches by dogs.

3.4 Risk assessment

Policy statement

We have a separate Risk Assessments folder which contains full details of all our risk assessments. Our formal risk assessment has been carried out for reasons of ensuring a safe and secure environment in which to work and play and also to discharge Dolphins Pre-school legal obligations under:

The Statutory Framework for the Early Years Foundation Stage 2023
The Management and Safety at Work Regulations 1999
The Management of Health and Safety at Work Regulations 1992
The Health and Safety at Work etc. Act 1974
Manual Handling Operations Regulations 1992

The EYFS imposes obligations on providers under section 3 – The Safeguarding and Welfare Requirements.

Section 3.64 under Risk Assessment requires that:

“Providers must ensure that they take all reasonable steps to ensure staff and children in their care are not exposed to risks and must be able to demonstrate how they are managing risks. Providers must determine where it is helpful to make some written risk assessments in relation to specific issues, to inform staff practice, and to demonstrate how they are managing risks if asked by parents and/or carers or inspectors. Risk assessments should identify aspects of the environment that need to be checked on a regular basis, when and by whom those aspects will be checked, and how the risk will be removed or minimised.”

Section 3.65 on Outings requires that:

“Children must be kept safe while on outings. [the previous (September 2012) edition of the Statutory Framework stated that “providers must obtain written parental permission for children to take part in outings.” – but this requirement was removed in the September 2014 edition, although we still adhere to it] Providers must assess the risks or hazards which may arise for the children, and must identify the steps to be taken to remove, minimize and manage those risks and hazards. The risk assessment must include consideration of adult to child ratios. The risk assessment does not necessarily need to be in writing: this is for the providers to judge.”

There are further associated obligations under Sections 3.54 and 3.55 related to Safety and suitability of premises, environment and equipment.

Procedures

3.4.1 Dolphins Pre-school approach to and methodology for risk assessment

Our approach to risk assessment is based on the widely used method of defining and describing hazards, making judgements about the consequences of such hazards in terms of a quantitative assessment of the associated risk(s) and then putting into place control measures to eliminate or mitigate the risk(s).

In our setting and immediate environs, a hazard is any thing, person, circumstances or set of circumstances or events that have the potential to cause injury or harm to children and also to adults. Thus a hazard in the context of our setting is much broader than that normally encountered in “grown-up” workplaces where things are hazardous to health because of their intrinsic dangerous properties (such as electricity, sharp tools, fire etc.)

Also, we review the potential of the hazard to cause injury and/or **harm** (by harm – as distinct from physical injury – we are guided by the definition set out in the Children’s Act 1989: harm means “ill-treatment or the impairment of health or development”). So not only do we describe the hazard but we also define the potential consequences stemming from it.

The risk(s) associated with the defined hazard is the likelihood (or probability) of the hazard manifesting itself into injury or harm. We make a quantitative judgement on such likelihood by assigning it a numerical rating from 1 (Highly unlikely) to 5 (Almost certain), **taking into account the control measures we already have in place to mitigate the risk.**

In the next stage of the risk assessment, we consider the possible injury or harm associated with the hazard and make a quantitative judgment on the severity of such injury or harm by assigning it a numerical rating from 1 (Minor injury or harm) to 5 (Disability/mortality).

Rating	Likelihood (L)	Severity (S)
1	Highly unlikely	Minor injury or harm
2	Unlikely	Injury or harm
3	Likely	Reportable injury
4	Very Likely	Serious injury
5	Almost certain	Disability/Mortality

We then multiply these two ratings (likelihood and severity) to derive a “Risk Rating” – this will have a numerical value from 1 to 25. Within this range, we define three sub-categories: Low (<9), Medium (9 to 15) and High (>15). The higher two categories are colour coded as shown:

Risk Rating (RR) = Likelihood (L) x Severity (S)		
Low = < 9	Medium = 9 to 15	High = > 15

Risk ratings in the low range and just into the medium categories, where we cannot eliminate the risk, are tolerated, especially when set against the benefits of the associated learning activity/experience. However, risk ratings in the high category (of which none has yet been established) would be unacceptable and would result in a shut-down of the activities associated with them.

This methodical approach has been carried out for anything with which the children in our care may come into contact in our setting and its immediate environs by putting activities or parts of our location under a “Risk Focus”. The detailed risk assessment sheets for each hazard are filed in our separate risk file/folder.

3.5 Fire safety and emergency evacuation or lock-down

Policy statement

At Dolphins Pre-school we ensure that our premises present minimal risk of fire by having fire prevention/precautions in place and by carrying out an annual written fire risk assessment.

Procedures

3.5.1 Fire safety risk assessment

The basis of fire safety is risk assessment carried out by the Head of Operations. The assessment follows the Government guidance Fire Safety Risk Assessment - Educational Premises (HMG 2006). Our fire safety risk assessment focuses on the following for each area of the setting:

- flame/spark/ignition sources - we have a “No Smoking” policy and no matches or other sources of flame are kept on the premises (other than a cigarette lighter which is used for lighting birthday cake candles).
- Electrical plugs, wires and sockets – we ensure these are switched off when not in use
- Heaters – we ensure that nothing is covering or near the heaters and that the wiring and plugs are in good order
- Wall-mounted heaters – these are special “cool-to-touch” heaters
- Other electrical items
- Flammable materials – including furniture, furnishings, paper etc.
- Flammable chemicals (these are restricted to small bottles of solvent for cleaning purposes)
- Means of escape – the premises are at ground floor level with ease of exit through patio doors as fire escape routes

3.5.2 Fire safety precautions

We implement the following safety precautions:

- We ensure that fire doors are clearly marked, never obstructed and easily opened from the inside.
- The internal “route” to the fire exit door is always clear
- We ensure that smoke detectors/alarms are test checked on a regular basis and conform to BS EN standards and are fitted in appropriate high risk areas of the premises
- We have electrical equipment PAT checked annually by a competent person.
- Any faulty electrical equipment is immediately taken out of use and either repaired or replaced.

- Our emergency evacuation procedures are clearly displayed in the premises
- Our emergency evacuation procedures are explained to new members of staff, volunteers and parents and practised regularly, every term
- Records are kept of fire drills
- We ensure that the Daily Register, “By-the-telephone” Emergency Contacts and Visitors’ Book are kept readily in view in case of emergency

3.5.3 Fire / emergency evacuation & lock-down

Our Fire/Emergency evacuation procedure is:

1. Alert – At the first sign or suspicion of fire / evacuation emergency, a member of staff should raise the alarm

2. Evacuation – All staff and adults should promptly take all children from the main room and children’s toilets through the patio door exits to the playing field assembly point (fence opposite patio doors)

3. Assembly and Roll-call - The Session Supervisor should nominate two staff members to check the building is empty (if deemed safe to do so), then collect the Registers, Master-file, and Visitors’ book, along with a mobile for calling help, and proceed to the assembly point and immediately check off those present to ensure all persons are accounted for.

4. Building empty check - The first nominated staff member should check all rooms on the east side of the building and ensure doors are closed. The second nominated staff member should check all rooms on the west side of the building and ensure doors are closed. They should then leave the building via the nearest safe exit and proceed to the assembly point.

5. Call Fire Emergency Services - The session Supervisor, having checked the all persons are accounted for, should call 999 from a mobile phone.

- Location
- Description
- Further information – Casualties, type of injury, building information, entrances, exits, hazards etc.

6. Do not take risks - Do NOT stop to collect personal belongings. Do NOT re-enter the building until authorised to do so by the Emergency Services.

In keeping with item 6 in our evacuation procedure, staff do not tackle any fire with fire-fighting equipment but leave this to the emergency services.

Our lock-down procedure follows the NaCTSO (National Counter Terrorism Security Office) recommendations for dynamic lockdown:

‘Stay Safe’ principles (Run Hide Tell) give simple actions to consider at an incident.

IMPORTANT The Session Supervisor should collect Registers, Master file and Visitors book, along with a mobile phone for calling help, nominating staff to assist with lockdown procedures detailed below ensuring all persons are accounted for.

Run

- Escape if safe to do so
- Consider the safest options
- Is there a safe route? **RUN** to Aldrington CofE if not **HIDE** following guidelines below
- Can you get there without exposing you and others to greater danger?
- Insist others leave with you
- Leave belongings behind

Hide

- If you can’t **RUN**, **HIDE** within identified Safety Zone: Children’s toilets
- Find cover
- If you can see the attacker, they may be able to see you
- Be aware of your exits via window through secure gate to the rear of the building

- Be quiet, silence your phone
- Lock / barricade yourself in securing all possible entrances incl. door to the Children's toilets
- Move away from the door

Tell

Call 999 - What do the police need to know?

- Location - Where are the suspects?
- Direction - Where did you last see the suspects?
- Descriptions – Describe the attacker, numbers, features, clothing, etc.
- Further information – Casualties, type of injury, building information, entrances, exits etc.
- Stop other people entering the building if it is safe to do so.

3.5.4 drills

We hold drills every term and record the following information about each drill in the Log Book:

- The date and time of the drill
- How long it took to carry out (generally in under 2 minutes or less)
- Whether there were any problems encountered.

3.6 Animals in the setting

Policy statement

Children learn about the natural world, its animals and other living creatures, as part of the Learning and Development Requirements of the Early Years Foundation Stage. During "Pet Week" Moreover, we recognise that some animals (in particular dogs) may present a potential hazard to young children and that some children are afraid of dogs. For this reason we have a no dogs in the premises policy (other than during pets' week). We ask parents with dogs to either leave them in their car while they bring their children into Dolphins Pre-school or tether them against railings away from the entrance door.

Procedures

In our invitations to pets' week, we make it clear to parents that we are looking for them to bring in small pets. In the case of dogs we seek assurances that the breed of dog is appropriate (e.g. Labrador rather than Rottweiler) and also seek re-assurances on the dog's temperament.

We carry out a full written risk assessment for dogs and other animal visitors, ensuring that:

- All parents/carers are advised of forthcoming dog/pet visits to flag up any possible allergies or other issues.
- Dogs are initially kept out-of-doors allowing children to view them from a safe distance.
- In allowing them to get close to the dog, children approach the dog rather than the other way around.
- The dog is always kept on a leash by its owner.
- Children are told by the dog handler/owner whether and where to pat or pet the dog and if they may feed the dog.
- After handling any animals (including dogs) children use anti-bacterial wipes and gels then thorough hand-washing. Children are not to eat or drink while in proximity of the dog or to consume food intended for the dog.
- Children are also told not to put their fingers into their mouths and not to kiss the dog.
- We ensure a "Pooper Scooper" is to hand and is used immediately to clean up any dog mess (minimise the risk of toxocariasis)

3.7 No smoking

Policy statement

At Dolphins Pre-school we comply with (section 3.56) of the Safeguarding and Welfare Requirements of the Statutory Framework for the Early Years Foundation Stage in making our setting a "No-Smoking" environment - both indoors and outdoors. This is also required by legislation:

- The Smoke-free (Premises and Enforcement) Regulations (2006)

- The Smoke-free (Signs) Regulations (2012)

Procedures

- All staff, parents and volunteers are made aware of our No-smoking Policy.
- No-smoking signs are displayed.
- The No-smoking Policy is stated in information for parents.

4 Equal opportunities

Dolphins Pre-school is committed to an open access policy and is fully inclusive. We genuinely work enthusiastically to provide equality of opportunity for all and in accordance with all relevant regulations and legislation including:

- The Equality Act (2010)
- Children Act (1989) & (2004)
- Children and Families Act (2014)
- Special Educational Needs and Disabilities Code of Practice (2015)

4.1 Valuing diversity and promoting equality

Policy statement

We recognise that children and their families come from a wide range of backgrounds with individual needs, beliefs and values. Children may grow up in family structures that include one or two parents of the same or different sex. Children may have close links or live with extended families of grandparents, aunts, uncles and cousins; while other children may be more removed from close kin, or may live with other relatives or foster carers. Some children come from families who experience social exclusion, severe hardship; discrimination and prejudice because of their ethnicity, disability and/or ability, the languages they speak, their religious or personal beliefs, their sexual orientation and marital status. Some individuals face discrimination linked to their gender and some women are discriminated against because of their pregnancy and maternity status. We understand that all these factors can affect the well-being of children within these families and may adversely impact on children's learning, attainment and life outcomes.

At Dolphins Pre-school we are committed to anti-discriminatory practice to promote equality of opportunity and valuing diversity for all children and families using our setting. We aim to:

- promote equality and value diversity within our setting and foster good relations with the local community;
- actively include all families and value the positive contribution they make to our setting;
- promote a positive non-stereotyping environment that promotes dignity, respect and understanding of difference in all forms;
- provide a secure and accessible environment in which every child feels safe and equally included;
- improve our knowledge and understanding of issues relating to anti-discriminatory practice;
- challenge and eliminate discriminatory actions on the basis of a protected characteristic as defined by the Equality Act (2010) namely:
 - age;
 - gender;
 - gender reassignment;
 - marital status;
 - pregnancy and maternity;
 - race;
 - disability;
 - sexual orientation; and
 - religion or belief.

Whenever possible, we will take positive action to benefit groups or individuals with protected characteristics who are disadvantaged, have a disproportional representation within the setting or need different things from our setting.

Procedures

4.1.1 Pre-school Admissions policy

Dolphins Pre-school is open and accessible to all members of the community and we ensure that:

- We do not discriminate against a child or their family in our service provision, including preventing their entry to our setting based on a protected characteristic as defined by the Equality Act (2010).
- We advertise our Pre-school widely
- We provide information in clear, concise language, whether in spoken or written form and provide information in other languages (wherever possible).
- We reflect the diversity of our community and wider society in our publicity and promotional materials.
- We provide information on Pre-school provision for children with special educational needs and disabilities.
- Our policies, including our Valuing Diversity and Promoting Equality Policy, are available to all parents/carers.
- We make reasonable adjustments (such as providing a ramp to facilitate entry to the building by wheel-chair and large push-chairs users) to ensure that disabled children can participate successfully in the services and in the curriculum offered by the setting.
- We take action against any discriminatory, harassing or victimising behaviour by our staff, volunteers or parents whether by:
 - direct discrimination – someone is treated less favourably because of a protected characteristic e.g. preventing families of a specific ethnic group from using the service;
 - indirect discrimination – someone is affected unfavourably by a general policy e.g. children must only speak English in the setting;
 - discrimination arising from a disability – someone is treated less favourably because of something connected with their disability e.g. a child with a visual impairment is excluded from an activity;
 - association – discriminating against someone who is associated with a person with a protected characteristic e.g. behaving unfavourably to someone who is married to a person from a different cultural background; or
 - perception – discrimination on the basis that it is thought someone has a protected characteristic e.g. making assumptions about someone's sexual orientation.

In or near Dolphins Pre-school premises, the display of openly discriminatory and possibly offensive or threatening materials, name calling, or threatening behaviour are unacceptable and will be dealt with immediately and discreetly by asking the adult to stop using the unacceptable behaviour and inviting them to read and to act in accordance with the relevant policy statement and procedure. Failure to comply may lead to the adult being excluded from the premises.

4.1.2 Pre-school Employment and Student Placements

Employment and student placements at Dolphins Pre-school are open to all. We welcome applicants from all backgrounds judging the application solely on the candidate's abilities to meet the demands of providing effective professional childcare. We may invoke the exemption clauses in relevant legislation to enable the setting to best meet the needs of the community.

The applicant who best meets the criteria for providing effective professional childcare will be offered the post, subject to references and suitability checks. This ensures fairness in the selection process. Dolphins Pre-school job descriptions include a commitment to promoting equality, and recognising and respecting diversity as part of their specifications.

4.1.3 Staff training

In our staff training sessions (during our INSET day staff meetings) we provide training for staff and, if necessary volunteers, to enable them to develop anti-discriminatory and inclusive practices.

Through Paediatric First Aid training, we ensure that our staff are confident and fully trained in administering relevant medicines and performing invasive care procedures on children when these are required.

We review our practices regularly to ensure that we are fully implementing our policy for Valuing Diversity and Promoting Equality.

All staff have access to and are encouraged to use on-line Pre-school Learning Alliance training courses to keep up to date with current practice.

4.1.4 Curriculum

The curriculum followed at Dolphins Pre-school encourages children to develop positive attitudes about themselves as well as about people who are different from themselves. It encourages development of confidence and self-esteem, empathy, critical thinking and reflection. We ensure that our practice is fully inclusive by:

- creating an environment of mutual respect and tolerance;
- modelling desirable behaviour to children and helping children to understand that discriminatory behaviour and remarks are hurtful and unacceptable;
- positively reflecting the widest possible range of communities within resources;
- avoiding use of stereotypes or derogatory images within our books or any other visual materials;
- we observed festivals and holy days, where these are relevant to current staff and attending children;
- ensuring that children learning English as an additional language have full access to the curriculum and are supported in their learning;
- ensuring that disabled children with and without special educational needs are fully supported;
- ensuring that children speaking languages other than English are supported in the maintenance and development of their home languages

We will ensure that our environment is as accessible as possible for all children and their parents/carers and visitors. For children, we do this by reasonable adjustment to the environment, resources and curriculum to accommodate a wide range of learning, physical and sensory needs.

4.1.5 Valuing diversity in families

Dolphins Pre-school recognises that many different types of families successfully raise, love and care for children. We welcome the diversity of family lifestyles and work with all families and show how we value this by:

- Encouraging children to contribute stories of their everyday life to the setting
- Encouraging mothers, fathers and other carers to take part in the life of the setting and to contribute fully
- Encouraging fathers to be involved in Dolphins Pre-school, especially those who do not live with their child
- Develop means (including arranging for the services of a translator) to encourage the full inclusion of families who speak languages in addition to English
- Offering a flexible payment system for families experiencing financial difficulties and offer information regarding sources of financial support
- Taking positive action to encourage disadvantaged and under-represented groups to use Dolphins Pre-school

4.1.6 Food and particular dietary requirements

We work in partnership with parents to ensure that particular dietary requirements of children that arise from their medical, religious or cultural needs are met where ever possible.

We help children to learn about a range of food, and of cultural approaches to mealtimes and eating, and to respect the differences among them.

4.2 Supporting children with special educational needs

Policy statement

At Dolphins Pre-school we provide an environment in which all children, including those with special educational needs, are supported to reach their full potential. In this respect we follow the Special Educational Needs and Disability Code of Practice (2014). Dolphins Pre-school is fully inclusive and

we support children with special educational needs and their families (their parents and siblings) by liaising closely with them and responding to their needs, as appropriate.

Procedures

4.2.1 Designated special educational needs co-ordinator (SENCO)

A staff member of the triumvirate Mrs Marita Farrant is Dolphins Pre-school Special Educational Needs Co-ordinator (SENCO). Marita, who has an honours degree in psychology and has Qualified Teacher status, is also our Deputy Manager and Early Years Professional. She has experience of teaching in special needs schools. In her role as SENCO, she is responsible for overseeing our day-to-day support of children with special education needs and co-ordinating that provision (which is the responsibility of all members of staff) and for ensuring that Dolphins Pre-school SEN policy is implemented. Marita is also our contact person in liaising with Brighton and Hove City Council (BHCC) professionals involved in SEND.

4.2.2 Children with pre-identified special educational needs

For those children who have been identified and assessed as having special educational needs prior to joining Dolphins Pre-school or who visit Dolphins Pre-school with a view to joining our Pre-school, we make it clear that we welcome and will support them and their families (see also section 4.1.1 above). We work closely with parents to create and maintain a positive partnership. As appropriate, we work closely with Brighton and Hove City Council (BHCC) professionals involved in SEND to ensure that we have everything in place to best meet the needs of the individual children in our care.

4.2.3 Securing additional resources for special educational needs

In those cases where an individual child's needs cannot be met under our usual staffing to children ratios, we will liaise with Brighton and Hove City Council (BHCC) professionals involved in SEND and strive to secure funding for an additional staffing (and if necessary recruit a new member of staff) to provide additional support.

We liaise with other agencies and professionals including therapists, health visitors, psychologists, social workers, paediatricians, portage workers and speech & language professionals to draw other resources into the setting to meet children's special educational needs.

4.2.4 Identifying children with special educational needs

Dolphins Pre-school staff are trained to closely observe children in their learning and play and to monitor children's developmental progress. Should any child's Key Person or any other member of staff have concerns about any particular child's progress or behaviour then these are shared with all staff. Parents of the individual child are sensitively approached at the earliest possible stage, as appropriate.

4.2.5 Graduated approach to children with special educational needs

In our procedures for identifying, responding to and meeting the needs of children who may have SEN, we use the graduated approach system. In summary this involves stages of assess, plan, do and review. We ensure that the child's parents are involved at all stages of the assessment, planning, provision and review of their children's special education including all decision making processes to ensure the best outcomes for children with SEN and their families.

5 Organisation, information and documentation

5.1 Organisation

Policy statement

Dolphins Pre-school is a small, family-run business. Sheila Gavan is the sole proprietor and Principal of the Pre-school and as the Registered Person has overall responsibility.

The strategic direction of Dolphins Pre-school is set by the Steering Group - a triumvirate of the Principal, the Deputy Principal/Early Years Professional (Mrs Marita Farrant) and the Head of Operations (Peter Farrant)

The practice is led by the Early Years Professional. On a day-to-day basis, Dolphins Pre-school staff operate as a team with the session Duty Supervisor nominally in charge of daily operations.

5.1.1 Prospectus

We do not publish a prospectus; we use our web-site to promote the Pre-school and provide basic information. However, as stated on our web-site, the written word can never fully “capture” the atmosphere at Dolphins Pre-school and so we always encourage the parents and carers of potential new children to come along to our setting so that they may see and experience it for themselves.

5.2 Admissions

Policy statement

Dolphins Pre-school is accessible to children and families from all sectors of the community as is made clear throughout our equal opportunities policies (section 4.1)

Procedures

5.2.1 Visible presence and open access

We advertise the setting through highly visible pavement swing-boards and we place paid-for advertisement in free and widely-circulated local editions of magazines targeted at families. Our web-site gives information in an open and clearly communicated way. We ensure that information about Dolphins Pre-school is accessible, using simple plain English, in written and spoken form and, where appropriate, provided in different community languages and in other formats on request.

5.2.2 Valuing diversity and promoting equality

We share and widely promote our policy on valuing diversity and promoting equality (section 4.1.1). Dolphins Pre-school operate in a way that encourages positive regard for and understanding of difference and ability - whether gender, family structure, class, background, religion, ethnicity or competence in spoken English.

5.2.3 Family connections

We welcome all families: fathers, mothers (or both fathers and mothers together), single parent families, same sex parents, other relations and carers, including child-minders. Our admissions policy means that we endeavour to accommodate children whose siblings are already attending Dolphins Pre-school.

5.2.4 Non-denominational

We make it clear that we are not linked nor affiliated to any religious organisations and welcome people of any and all or no religion.

5.2.5 Emergency admissions

We make best endeavours to accommodate emergency admissions.

5.2.6 EYFE Funding accepted

We offer Early Years Free Entitlement funded places for two year olds and three/four year olds in accordance with terms and conditions agreed with Brighton and Hove City Council Early Years Team.

5.2.7 Flexible attendance patterns and times

We are flexible about attendance patterns to accommodate the needs of individual children and families, providing these do not disrupt the pattern of continuity in the setting that provides stability for all the children. We consult with families about the opening times of our setting to ensure that we accommodate a broad range of families' needs.

5.2.8 Fees/Charges

Fees for each full term must be paid in advance before commencement. There is no reduction for public holidays and INSET days.

Fees must still be paid even if your child is absent, for whatever reason.

Enrolment Fee: To secure your child's place a one-off enrolment fee of £38 is payable. This non-refundable fee includes staff administration/documentation for your child.

Session Fees: £8.04 per hour.

Bolt-Ons: £4.02 (£8.04 per hour)

Additional Quarter Hour (AQH): EYFE funding falls short of Dolphins Pre-school's actual costs of delivery. As agreed with Brighton & Hove City Council, we charge for any additional hours over and above our maximum of five funded hours per day and 15 funded hours per week (25 hours per week for 30 Hours scheme). For EYFE children attending all day / morning sessions we charge for an Additional Quarter Hour (AQH) 9.15am-9.30am. Morning AQH - £9.09; All-day AQH - £15.15. Parents/carers are not permitted to remove their children for this additional quarter hour.

<i>Fees where children are eligible for EYFE</i>	<i>Sessions</i>	
£9.09 (including 3 hours EYFE 9.30am – 12.30pm)	9.15am - 12.30pm	Mon to Fri
Mornings		
£15.15 (including 5 hours EYFE 9.30am – 2.30pm)	9.15am - 2.30pm	All-Days

Late collection of children: £15 per quarter hour or part thereof (Two members of staff are legally required to remain at the setting with your child and this is the cost incurred by Dolphins Pre-school).

Overdue/incomplete payments: All invoices are payable in advance of sessions commencing. Late payments incur an automatic charge of £15 per week or part thereof until settled in full.

Payment via Instalments: In exceptional circumstances parents/carers may apply for a payment plan (usually three instalments per term payable on the first day of each month). This is at the discretion of Dolphins Pre-school and will incur a charge of £15 per term. All payment plans are reviewed termly. Missed / late payments will result in late payment charges as detailed above.

Change of sessions: At the end of each academic year there is the opportunity to amend sessions for the next academic year, subject to availability, without charge. Changes to sessions at any other time incur a charge of £15 per change.

Fee increases: Parents/carers will be given at least 4 weeks' notice of any fee increase.

5.2.9 Cancellation

For non-EYFE sessions/hours parents/carers must give a minimum notice period of 12 weeks in writing (or 12 weeks fees in lieu of such notice) if they intend to decrease sessions / remove their child from Dolphins Pre-school / no longer require a place once sessions have been confirmed. This policy will be strictly enforced.

For EYFE only sessions or EYFE sessions which cannot be separated from non-EYFE funded hours parents/carers must give a minimum notice period of four weeks in writing (or four weeks fees in lieu of such notice) if they intend to remove their child from Dolphins Pre-school or if they no longer require the place once sessions have been booked and confirmed. This policy will be strictly enforced.

5.3 Parental/carer involvement

Policy statement

At Dolphins Pre-school we believe that children benefit most from early years education and care when parents work together in partnership with us.

We aim to support parents as their children's first and most important and enduring educators by involving them in their children's Pre-school education and in the full life of Dolphins Pre-school.

By "parents" we mean both mothers and/or fathers or both; these include both natural or birth parents, as well as step-parents and parents who do not live with their children, but have contact with them and play a part in their lives. "Parents" also includes same sex parents, as well as foster parents/legal guardians. All such parents are made to feel welcome in our setting and are greeted appropriately.

Procedures

Some parents are less well represented in early years settings; these include fathers, parents/carers who live apart from their children, but who still play a part in their lives, as well as working parents. In carrying out the following procedures, we make every effort to ensure that all parents/carers – and grandparents - are included and make every effort to accommodate parents who have a disability or impairment.

5.3.1 Policies awareness

We ensure that all parents/carers are aware of Dolphins Pre-school policies and how we operate the Pre-school and know that we welcome contributions from them with the aim of improving our policies and practice. This is reinforced through regular informal communication as required on important or topical issues.

5.3.2 Parental input during induction session and Application Form

Prior to children starting at Dolphins Pre-school we give parents the opportunity to provide relevant information about their child through spoken communication during the child's induction session and written information on the Application Form and other documentation. Aside from these "starting point" inputs, we ensure we have on-going dialogue with parents to improve our knowledge of the needs of their children and to support their families.

5.3.3 Liaison with Key Person

At the earliest opportunity parents are introduced to their child's Key Person and are encouraged to work closely with that dedicated member of staff. Staff liaise with parents/carers informally on a regular basis when dropping off/collecting children. We invite parents/carers to come into the setting for more formal liaison meetings with the child's Key Person to discuss their child's progress and to share any concerns. We make it clear that parents/carers may request a meeting at any time with their child's Key Person or the Principal/Deputy Principal/Head of Operations.

5.3.4 Effective communications

We provide a welcoming atmosphere with approachable staff to help establish and maintain effective communications. In addition to face-to-face communications, we use other channels including:

- our newsfeed (“The Spl@sh e-news”)
- our Notice Boards in the hallway – which holds posters and schedules of events
- our Whiteboard in the hallway – on which we hand-write daily happenings
- our web-site – which has a parents enquiry form
- Parent Partners dedicated google calendar (which they can sign upto)
- telephone enquiries – we respond to parental enquiries made on the telephone at the setting and at our “home office”
- e-mails – we respond to parental enquiries by e-mail
- hand-outs – to update parents in a timely manner on certain issues we provide written hand-outs for all parents
- personal invitations – we issue written invites to parents for special events such as our Christmas Performance, Easter Bonnet Parade, Graduation Day, etc.
- Tapestry online Learning Journal
- Facebook

5.3.5 Parents’ Folder

We provide a dedicated Parents’ Folder within the setting which contains a copy of our Parents Handbook & Agreement. This includes a wealth of information, including our complaints procedures etc.

5.3.6 Parent Partners

Parent Partners is the main vehicle with which we seek to involve parents to take active roles in supporting their child’s learning in the setting and at the same time helping Dolphins Pre-school. Our web-site has a specific page dedicated to Parents-as-Partners which among other things discusses how for some parents there are barriers to involvement and some of the initiatives we have taken to lower such perceived barriers.

We have pinned a calendar on our website and invite parents/carers (or grandparents) to volunteer their time. We actively solicit involvement by, among other ways, using our Spl@sh e-news to highlight specific ways of helping us with tasks. During the week of World Book Day we encourage parents to come into the setting to read aloud to children. We also encourage parents to bring in suitable pets during ‘Pets Week’ / come in to talk about their jobs as part of ‘Jobs People Do’. Our Parent Partners scheme encourages parents to become involved in the social and cultural life of the setting and to actively contribute to it.

5.3.7 Home & Pre-school partnership

We have highly effective initiatives to strengthen the partnership between Dolphins Pre-school and children’s home life. We send our cuddly Dolphins Pre-school (named “Bubbles” and “Splashy” by the children) to children’s homes on a rota basis. These high-profile visits are written-up and photo-documented within Tapestry by parents to show how our pet dolphins have shared in family activities. As well as giving children new found confidence to stand up at “show and tell” time, this initiative also gives staff an insight into the kind of out-of-school family activities children engage in thereby strengthening their Key Person roles.

A Treasure bag goes home with individual children over the academic year. Up to three of the child’s treasured items may be placed in the Treasure Chest. These are then opened up at group time for “show-and-tell”. Our Story Sack, containing our reading bear and book, is also sent home with individual children in order to promote the importance of parents reading bedtime stories and enhance literacy outcomes for children attending the setting.

5.3.8 Distribution of external publications for parents

Dolphins Pre-school is a delivery point for popular and free-of-charge magazines which are distributed by us into each child’s storage tray. The publications include “Family Grapevine” in which Dolphins Pre-school has paid-for advertisements (see section 5.2.1).

5.4 Children's records

Policy statement

To enable us to operate effectively as a Pre-school, we have record keeping systems in place that meet legal requirements; the means we use to store and share that information takes place within the framework of the GDPR & Data Protection Act (2018) and the Human Rights Act (1998) using guidance from the Information Commissioner's Office (ICO).

This policy and procedures below should be in conjunction with our Confidentiality and Client Access to Records Policy (section 5.7) and our Information Sharing Policy (section 5.8)

Procedures

We keep two kinds of records on children attending Dolphins Pre-school – developmental records and personal records

5.4.1 Children's developmental records

Developmental records on Dolphins Pre-school children include observations of children in the setting, photographs and summary developmental reports.

Although these were previously kept in each child's paper Tracker Book, since September 2015 we have been using an e-Tracker Book system known as Tapestry. These records are securely held electronically (section 1.5).

5.4.2 Children's personal records

These may include the following:

- Personal details – including the child's Application Form, "Getting to know me and helping me to settle-in" form and consent forms.
- Contractual matters – including a copy of the signed parent contract, the child's days and attendance sessions, a record of the child's fees, any fee reminders or records of disputes about fees.
- Child's development, health and well-being – including a summary of the child's EYFS profile report, a record of discussions about every day matters about the child's development health and well-being with the parent.
- Early Support – including any additional focussed intervention provided by Dolphins Pre-school (e.g. support for behaviour, language or development that needs an SEN plan) and records of any meetings held.
- Welfare and child protection concerns – including records of all welfare and protection concerns, and our resulting action, meetings and telephone conversations about the child, an Education, Health and Care Plan
- Correspondence and Reports – including a copy of the child's 2 Year Old Progress Check (as applicable), all letters and emails to and from other agencies and any confidential reports from other agencies.

These confidential records are stored electronically in line with our policies. Any hard copies are kept secure in our office, which is always locked when not in use.

We read any correspondence in relation to a child, note any actions and file it immediately.

We ensure that access to children's files is restricted to those authorised to see them and make entries in them, this being the Principal, Deputy Principal, Head of Operations, the child's Key Person, or other member of staff as authorised by the Principal.

We recognise that we may be required to hand children's personal files to Ofsted as part of an inspection or investigation process; or to local authority staff conducting a S11 audit, as long as authorisation is seen. We ensure that children's personal files are not handed over to anyone else to look at.

Parents have access, in accordance with our Confidentiality and Client Access to Records Policy, to the files and records of their own children, but do not have access to information about any other child.

Our staff do not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs. Our staff induction programme includes an awareness of the importance of confidentiality in their roles as Key Persons.

We retain children's records for three years after they have left the setting; except records that relate to an accident or child protection matter, which are kept until a child reaches the age of 21 years or 24 years respectively. These are kept in a secure place.

5.4.3 Children attending other settings

Should a Dolphins Pre-school child attends another setting, the Key Person establishes a regular two-way flow of appropriate information with parents and other providers. Where appropriate, we will incorporate comments from other providers, as well as parents and/or carers into the child's records.

5.4.4 Archiving children records

When a child leaves Dolphins Pre-school we remove all paper documents from our files and place them in an archive. After three years the files are shredded and destroyed.

Where there were s.47 child protection investigations, we may archive the files for 25 years.

5.4.5 Other records

We keep a daily record of the names of the children we are caring for, their attendance sessions and the names of their key person.

Students on placement at Dolphins Pre-school are told about our Confidentiality and Client Access to Records Policy and are required to respect it.

5.5 Dolphins Pre-school's records

Policy statement

To enable us to operate effectively as a Pre-school, we have systems in place for setting-up updating and maintaining records including:

- Records pertaining to Dolphins Pre-school registration
- Risk assessments.
- Employment records of our staff including their name and contact details such as home address, telephone number, mobile phone number and e-mail address.

We consider our records as confidential based on the sensitivity of information, such as employment records. These confidential records are maintained with regard to the framework of GDPR & Data Protection Act (2018) and the Human Rights Act (1998) using guidance from the Information Commissioner's Office (ICO).

This policy and procedure should be read in conjunction with our Information Sharing Policy and our Confidentiality and Client Access to Records Policy (sections 5.7 and 5.8) .

Procedures

- All records are the responsibility of the triumvirate team who ensure they are kept securely, as appropriate.
- All our records are kept in an orderly way in files and filing is kept up-to-date.
- We maintain health and safety records; these include risk assessments, details of checks or inspections and guidance etc.
- Our Ofsted registration certificate is displayed.
- Our Public Liability insurance certificate is displayed.
- All our employment and staff records are kept securely and confidentially.

We notify Ofsted, as appropriate, in case of any:

- change in the address of our premises;
- changes to our premises which may affect the space available to us or the quality of childcare we provide;
- change to the name and address of our registered provider, or the provider's contact information as detailed in the Statutory Framework for the EYFS.

5.6 Transfer of records to schools

Policy statement

Children sometimes leave Dolphins Pre-school to move to another early years setting before they go on to school, although most leave our setting to enter a Primary School reception class.

We prepare children for these transitions and involve parents and Primary School reception class teachers (or another setting) in this process. We prepare records about a child's development and learning in the Early Years Foundation Stage in our setting; in order to enable smooth transitions, we share information, as appropriate with the Primary School reception class teachers of the receiving setting at transfer.

Confidential records are shared where there have been child protection concerns according to the process required by our LSBC.

The procedure guides this process and determines what information we may or may not share with a receiving school or setting.

Procedures

Transfer of development records for a child moving to a Primary School reception class or another early years setting:

- Using the Early Years Outcomes (DfE 2013) guidance and our assessment of children's development and learning, the Key Person will, as required, prepare a summary of achievements in the seven areas of learning and development.

Transfer of confidential information:

- The receiving school or setting will be provided with a confidential summary record of any safeguarding or child protection concerns that were raised in our setting and what was done about them.
- We will transfer the confidential information to the Primary School reception class teacher or Key Person in another early years setting.
- We do not pass any other documentation from the child's personal file to the Primary School reception class teacher or receiving early years setting.

5.7 Information sharing

Policy statement

Our policy on information sharing is predicated in this advisory statement from the Government publication "Information Sharing: Advice for practitioners providing safeguarding services to children, young people, parents and carers" (May 2024)

"Sharing information is an intrinsic part of any frontline practitioners' job when working with children and young people. The decisions about how much information to share, with whom and when, can have a profound impact on individuals' lives. It could ensure that an individual receives the right services at the right time and prevent a need from becoming more acute and difficult to meet. At the other end of the spectrum it could be the difference between life and death."

We recognise that parents have a right to know that the information they share with us will be regarded as confidential, as well as to be informed about the circumstances when, and the reasons why, we may be obliged to share information.

We are obliged to share confidential information without authorisation from the person who provided it, or to whom it relates, if it is in the public interest. That is when:

- it is to prevent a crime from being committed or to intervene where one may have been, or
- to prevent harm to a child or adult; or
- not sharing it could be worse than the outcome of having shared it.

In deciding whether or not to share information the three critical criteria are:

- Where there is evidence that the child is suffering, or is at risk of suffering, significant harm.
- Where there is reasonable cause to believe that a child may be suffering, or is at risk of suffering, significant harm.
- To prevent significant harm arising to children and young people or adults, including the prevention, detection and prosecution of serious crime.

Procedures

Our procedures are based on the “seven golden rules for information sharing” as set out in the Government publication “Information Sharing: Advice for practitioners providing safeguarding services to children, young people, parents and carers” (HM Government May 2024)

We also follow the guidance on information sharing from Brighton Hove Safeguarding Children Partnership (BHSCP).

5.7.1 Golden Rule 1

Remember that GDPR Data Protection Act 1998 and human rights law are not barriers to justified information sharing but provide a framework to ensure that personal information about living individuals is shared appropriately.

Our policy and procedures on Information Sharing provide guidance to appropriate sharing of information both within the setting, as well as with external agencies.

5.7.2 Golden Rule 2

Be open and honest with the individual (and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so.

In our setting we ensure parents:

- have access to our Information Sharing Policy
- have access to our Safeguarding Children and Child Protection Policy; and
- are given information about the other circumstances when information will be shared with external agencies, (e.g. with regard to any special needs the child may have or transition to school)

5.7.3 Golden Rule 3

Seek advice from other practitioners, or your information governance lead, if you are in any doubt about sharing the information concerned, without disclosing the identity of the individual where possible.

Our staff discuss concerns about a child routinely in supervision and any actions are recorded in the child's file.

Our Safeguarding Children and Child Protection Policy sets out the duty of all members of our staff to refer concerns to the designated safeguarding lead (DSL), who will contact children's social care for advice where they have doubts or are unsure.

5.7.4 Golden Rule 4

Where possible, share information with consent, and where possible, respect the wishes of those who do not consent to having their information shared. Under the GDPR and Data Protection Act 2018 you may share information without consent if, in your judgement, there is lawful basis to do so, such as where safety may be at risk. You will need to base your judgement on the facts of the case. When you are sharing or requesting personal information from someone, be certain of the basis upon which you are doing so. Where you have consent, be mindful that an individual might not expect information to be shared.

We base decisions to share information without consent on judgements about the facts of the case and whether it is ‘in the public interest’.

Our policy for consent is part of this procedure.

The Designated Safeguarding Lead (DSL) is conversant with this and advise staff accordingly.

5.7.5 Golden Rule 5

Consider safety and well-being: base your information sharing decisions on considerations of the safety and well-being of the individual and others who may be affected by their actions.

At Dolphins Pre-school staff:

- record concerns and discuss these with the Designated Safeguard Lead (DSL) on any child protection matters;
- record decisions made and the reasons why information will be shared and to whom; and
- follow the procedures for reporting concerns and record keeping as set out in our Safeguarding Children and Child Protection Policy.

5.7.6 Golden Rule 6

Necessary, proportionate, relevant, adequate, accurate, timely and secure: Ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those individuals who need to have it, is accurate and up-to-date, is shared in a timely fashion, and is shared securely.

Our Safeguarding Children and Child Protection Policy and Children's Records Policy set out how and where information should be recorded and what information should be shared with another agency when making a referral.

5.7.7 Golden Rule 7

Keep a record of your decision and the reasons for it – whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose.

Where information is shared, we record the reasons for doing so in the appropriate file; where it is decided that information is not to be shared that is also recorded.

5.7.8 Consent

When parents choose Dolphins Pre-school as a pre-school for their child, they will share information about themselves and their families. This information is regarded as confidential. Parents have a right to be informed that we will seek their consent to share information in most cases, as well as the kinds of circumstances when we may not seek their consent, or may override their refusal to give consent. We inform them as follows:

- Our policies and procedures set out our responsibility regarding gaining consent to share information and when it may not be sought or overridden.
- We may cover this verbally when the child starts
- When completing the application form parents confirm that they have understood and agreed to abide by our policies and procedures.
- We ask parents to give written consent to share information about any additional needs their child may have

We consider the following questions when we assess the need to share:

- Is there a legitimate purpose to us sharing the information?
- Does the information enable the person to be identified?
- Is the information confidential?
- If the information is confidential, do we have consent to share?
- Is there a statutory duty or court order requiring us to share the information?
- If consent is refused, or there are good reasons for us not to seek consent, is there sufficient public interest for us to share information?
- If the decision is to share, are we sharing the right information in the right way?
- Have we properly recorded our decision?

Consent must be *informed* - that is the person giving consent needs to understand why information will be shared, what will be shared, who will see information, the purpose of sharing it and the implications for them of sharing that information.

Consent may be *explicit*, verbally but preferably in writing, or *implicit*, implied if the context is such that sharing information is an intrinsic part of our service or it has been explained and agreed at the outset.

We explain our Information Sharing Policy to parents.

5.7.9 Separated parents' consent

Consent to share need only be sought from one parent. Where parents are separated, this would normally be the parent with whom the child resides. Where there is a dispute, we will consider this carefully.

All the undertakings above are subject to our paramount commitment, which is to the safety and well-being of the child.

5.8 Data protection and Privacy

Policy statement

In order to operate effectively, Dolphins Pre-school collects and uses personal information (personal data) about children, parents and other individuals who come into contact with us. This information is gathered in order to enable us to provide educational and associated functions. In addition, there may be a legal requirement to collect and use such information to ensure we comply with statutory (notably our obligations under the Statutory Framework for the Early Years Foundation Stage (2023)) and other obligations.

In accordance with GDPR and Data Protection Act (2018), we are registered as Data Controllers with the Information Commissioner's Office (ICO), the UK's independent body set up to uphold information rights.

Our policy on confidentiality and client access to records is predicated on this advisory statement from the Government publication "Information Sharing: Advice for practitioners providing safeguarding services to children, young people, parents and carers" (May 2024) and in particular the guidance to..."Share with informed consent where appropriate and, where possible, respect the wishes of those who do not consent to share confidential information. You may still share information without consent if, in your judgement, there is good reason to do so, such as where safety may be at risk. You will need to base your judgement on the facts of the case."

It is our intention to respect the privacy of children and their parents and carers, while ensuring that they access high quality early years care and Pre-school education in our setting. 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 legal requirements; the means that we use to store and share that information takes place within the framework of the GDPR and Data Protection Act (2018) and the Human Rights Act (1998) using guidance from the Information Commissioner's Office (ICO).

Procedures

1. Introduction

Dolphins Pre-school is required to collect and process data for a number of purposes concerning its staff, contractors, parents, children and any other individual who comes into contact with the Pre-school. In gathering and using this data Dolphins Pre-school is committed to protecting all individual's rights of freedom and privacy.

Dolphins Pre-school is fully committed to full compliance with the requirement of the General Data Protection Regulation (GDPR). In line with this, this policy describes how personal data must be collected, handled, managed and stored in order to comply with the company's data protection standards and the law.

Why This Policy Exists

This data protection policy sets out the rules that all personal data collected, processed, stored, shared and disposed of on behalf of Dolphins pre-school is compliant with the obligations of the General Data Protection Regulation (GDPR).

This policy has been put in place to ensure Dolphins Pre-school:

- Complies with the requirements set out by GDPR

- Protects the rights and privacy of any individual it holds data on, including but not limited to; staff, contractors, parents and children
- Reduces the risk of a data breach
- Has a clear and consistent approach to the collection, storage and management of data

Relevant Legislation

The General Data Protection Regulation (GDPR) has been in force since 25th May 2018. It applies to all organisations who offer services to monitor or process the personal data of subjects residing in the EU. Failure to comply with the GDPR can result in fines up to 4% of annual global turnover or €20 million.

Policy Scope

This policy applies to UK operations:

- Settings operated by Dolphins Pre-school
- Offices and other sites operated by Dolphins Pre-school
- All staff and volunteers employed by Dolphins Pre-school
- All contractors, suppliers and other people working on behalf of Dolphins Pre-school

This policy applies to all data that the company holds relating to identifiable individuals, even if that information technically falls outside of the Data Protection Act 1998.

This can include (but is not limited to):

- Names of individuals
- Postal addresses
- Email addresses
- Telephone numbers
- Photographs
- Wage and salary information
- Bank account details
- Medical records
- Date of births
- Copies of identification
- Curriculum Vitae (CVs)
- Staff performance records
- Disciplinary records
- Accident and incident records
- Any other information relating to individuals

2. Data Protection Policy Statement

Dolphins Pre-school is fully committed to ensuring full compliance with the requirement of the General Data Protection Regulation (GDPR).

Dolphins Pre-school will:

- Protect the fundamental rights and freedoms of natural persons personal data
- Be lawful, fair and transparent in relation to how personal data is collected, stored and processed
- Collect data for relevant specified, explicit and legitimate purposes
- Keep accurate, up to date and detailed registers of personal data held
- Keep data for no longer than is required for the purposes it was collected
- Process data in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage

- Keep data secure with appropriate and technical and organisational measures taken to protect the information
- Process data in line with the right of the individual

3. Roles and Responsibilities

All members of staff who work for Dolphins Pre-school have a responsibility to ensure that data is collected, stored, processed and disposed of appropriately.

The following people have key responsibilities:

Sheila Gavan (trading as Dolphins Pre-school)

Sheila Gavan has overall responsibility for the implementation of the Data Protection Policy throughout the business.

She will:

- Ensure that the requirements of GDPR are understood and effectively managed
- Ensure that appropriate resources are provided to effectively implement the Data Protection Policy
- Ensure that a competent individual is appointed to manage data protection

Data Protection Officer – Head of Operations

The Data Protection Officer (DPO) oversees and has managerial responsibility for data protection in the business. The DPO will ensure:

- There are adequate resources available for the business to be legally compliant with GDPR and the policies, procedures and management systems in place are robust and effective
 - The business is registered with the Information Commissioner Office (ICO) and will co-operate with any of their requests or investigations
 - A data protection policy is in place and reviewed on a regular basis
 - Employees are aware of their obligations to comply with the GDPR and other data protection laws
 - Monitoring of compliance with the GDPR and reviews of the policies, procedures and systems are undertaken to ensure they are effective
 - Training, advice and information is provided to employees and business contacts when necessary in relation to data protection
 - Data breaches are notified to the Information Commissioner within 72 hours of being made aware and an investigation is undertaken in response to the data breach
 - An effective system is in place for compiling information requested as part of a Subject Access Request in line with the timescales detailed in GDPR
 - Contracts with third parties are checked to ensure they are consistent with this Policy
 - Maintaining the registers that hold personal data or software information
 - Undertaking investigations into data breaches
-
- Co-ordinating and managing Subject Access Requests
 - Monitoring and actioning correspondence relating to data protection
 - Devising and delivering data protection training
 - Monitoring the website, and shared folders to ensure they are accurate and include up to date information on Data Protection and Privacy
 - Ensure all systems, services and equipment used for storing personal data meet acceptable security standards
 - Perform regular checks and scans to ensure security hardware and software is functioning properly
 - Investigate and address any suspect anti-virus or spam
 - Evaluate any third-party services the company is considering using to store or process data
 - Give advice and feedback on any concerns regarding IT or security systems that may affect the abilities of Dolphins Pre-school to meet the requirements of this Policy and the GDPR
 - ensure all marketing materials abide by data protection principles

- Ensure that consent is collected for the distribution of all direct marketing material
- Ensuring any changes in the way we use data for marketing purposes is communicated to parents and the DPO
- All staff are trained and familiar with their duties under the Data Protection Policy
- Any collection, processing, management and disposal of personal data is done so in line with the Data Protection Policy
- A Data Protection Impact Assessment is completed when deemed necessary, for instance when acquiring a new software system

Staff Guidelines

All Dolphins Pre-school employees are required to comply with the following guidelines to ensure all personal data held by the company is used, stored and managed in the most appropriate way possible:

- Data should only be used for its original purpose and only by those who need it for their work
- Data concerning individuals must not be communicated to other persons or organisations unless required to do so by law or under an approved contract
- Care should be taken when sharing data that you have checked the identity of the individual and the organisation they are representing and you are confident they have a legitimate need for the information
- Take sensible precautions to ensure all personal data is kept secure. This should include locking computers when leaving a desk and making sure no personal data is left out in view of other people.
- Use secure passwords when storing digital data and usernames and passwords should never be shared
- Data should be regularly reviewed and updated, and if found to be out of date or no longer required for its original purpose, it should be updated or deleted and disposed of in the manner detailed in the Retention and Disposal Guidance
- Employees should request help from the DPO if they are unsure of any aspect regarding data protection
- Documents containing personal data should be disposed of in line with the Retention and Disposal Guidance, with confidential waste bins being used before collection with our approved waste contractor. Documents that contain personal data should not be placed in general waste bins.
- Dolphins Pre-school will provide training to all employees to help them understand their responsibilities when handling data
- Employees should ensure that the data held on HR software is reviewed at least annually and updated

Staff that work from home or undertake work in locations other than those under the management of Dolphins Pre-school should also comply with the following guidelines:

- Where possible use a Dolphins Pre-school approved device that has been installed with approved software
- Data should not be transferred onto a personal USB stick
- Employees should avoid leaving sensitive information out on display or in vehicles
- Computers should be password protected and locked when left unattended
- Documents containing personal data should be taken to the Pre-school to be placed in a confidential waste bin, burned or shredded. They should not be placed in general waste bin.

4. Personally Identifiable Data

Dolphins Pre-school only collect, process and store personal data where we have a valid lawful basis to require it. We do the following to be transparent:

- Provide information to data subjects in our Privacy Policy on where data is held, the lawful basis and how long we store it.
- Only use data for its original purpose, where we wish to use it for a different purpose, we will notify you of this and request your consent
- Keep data in as few places as necessary
- Update our data regularly using annual declaration requests
- Provide you with any information we hold on you when we receive a Subject Data Request
- Where an individual contests the accuracy of personal data, Dolphins Pre-school will restrict processing until the personal data has been confirmed and updated

Children's' Data

As a childcare provider Dolphins Pre-school collects, holds and processes a lot of children's data. There is an increased need to protect children's personal data because they are classed as vulnerable individuals. Where a child is under the age of 16, consent for the processing of the child's data is required from the child's parent or guardian.

Additional care should be taken when handling or sharing children's data to ensure that it is shared with only those that need to know the information. Some data such as medical data will need to be shared with staff to ensure that any emergency medical care can be given when needed however this should not be shared with people outside the organisation unless there is a legal requirement to do this.

Staff Data

We collect, hold and process data on employees as part of our legal responsibilities and in order that we can support and manage them in their work. Certain personal data on employees is held on our HR software and employees should ensure that they check the information held is accurate on a regular basis.

Sensitive Personal Data

Dolphins Pre-school has recognised that special categories of personal data need to be processed as part of our business activities and this data needs additional protection to manage the risk. The data we collect is detailed in our Dolphins Pre-school data audit.

Sensitive personal data is only processed when explicit consent is given or when the processing is necessary for substantial public interest reasons which must include measures to protect the interests of the data subject.

Criminal Convictions and Offences

Dolphins Pre-school, as a childcare provider is required by law to review the history of employees in relation to historic criminal convictions and offences. As required by the GDPR we have provided information on this data below.

Capita carry out the DBS check – no criminal conviction history is stored by Dolphins Pre-school only the DBS number

Information given, consent agreed, and DBS check date

5. Collecting and Processing Personal Data

Dolphins Pre-school will only collect and process personal data when at least one of the following lawful processes apply:

- Consent: A data subject has given consent to the processing on his/ her personal data
- Contract: Processing is necessary for the performance of a contract
- Legal obligation: Processing is necessary for compliance with a legal requirement
- Vital interests: Processing is necessary to protect the vital interests of the data subject

- Legitimate interests: Processing is necessary for the legitimate interests pursued by the data controller or third party unless there is a good reason to protect the individuals' data which override those legitimate interests

Dolphins Pre-school makes automatic decisions on the processing and use of data where it is:

- Necessary for the entry into or performance of a contract
- Required to comply with the law
- Based on the individuals explicit consent

Processing Parent and Child Data

All personal data regarding a parent, guardian, carer and child processed by Dolphins Pre-school is mandatory in order to fulfil the requirements of the contract. Failure to provide this information will result in the child being declined a place at the nursery.

Processing Employee Data

All personal data regarding an employee processed by Dolphins Pre-school is mandatory in order to fulfil the requirements of the contract. Failure to provide this information will result in the individual being unable to be join Dolphins Pre-school as an employee.

Consent Management

Where processing is based on consent, Dolphins Pre-school shall demonstrate that the data subject has consented to the storage and processing of his/ her personal data. For the collection of personal data which relies on explicit consent, data subjects are given the opportunity to freely give their consent to us processing that data for the specified purpose. Some examples of where explicit consent (outside the terms and conditions of the contract) is required are detailed below:

a. Consent for photographs

Dolphins Pre-school recognises the taking of photographs is not compulsory for the fulfilment of a contract and is not required for legal reasons. Considering this, parents are given the opportunity to give or withdraw their consent for photographs of their child to be taken, displayed or used in various ways by Dolphins Pre-school. This information is collected as part of the application.

b. Consent for Marketing

Dolphins Pre-school recognises individuals are required to give explicit consent to be contacted for marketing purposes. Parents given the opportunity to freely give their consent to being contacted for marketing purposes. Consent is given in a granular manner to show clearly what is being agreed to. This information is collected as part of the application.

c. Other consents

For further processes where we require consent for additional functions or needs, an additional consent forms will be used.

6. Data Security, Retention, Storage and Disposal Responsibilities and Procedures

Dolphins Pre-school is committed to ensuring we do not hold personal data for longer than necessary. Dolphins Pre-school retains different types of data for different periods of time due to the law or business need. All data should be stored only in the location(s) detailed in the Dolphins Pre-school Data Audit and all staff are required to follow retention guidelines to ensure compliance with the GDPR.

Hard Copy/ Paper Records

When data is stored in paper format and not in use, it should be kept in a secure place where unauthorised people cannot gain access to it. The following procedures should be followed when handling paper documents. These guidelines also apply to electronic data which has been printed.

- Paper files containing personal data should only be handled by those within Dolphins Pre-school that need it to complete an essential task and should not be shared unless it is necessary to do so
- When not in use, paper documents should be kept in a secure environment such as locked in an office
- Paper or printouts containing personal information should not be left out
- Printouts where the data is no longer required should be securely disposed of in the confidential waste bin or shredded
- Procedures are in place to securely dispose of confidential waste

Soft Copy/ Electronic Records

When data is stored electronically, measures should be put in place to prevent data from unauthorised access, deletion, virus' and malicious hacking attempts

- Staff should be trained and be given information as to where the correct and secure place to save data is
- Data should be protected by password which is regularly changed and never shared, even with those within the organisation
- Data should be backed up frequently
- Data should never be downloaded or saved directly onto personal devices
- All servers and computers containing personal data should be protected by security and anti-virus software and a firewall
- Where possible removable media devices, such as a USB stick should not be used, where they are required, they should be kept in a secure locked environment and wiped once they have been used for the purpose
- All staff should ensure computers or laptops are secured when left unattended.

Cyber Security

Dolphins Pre-school ensures that all data is kept secure with appropriate technical and organisational measures taken to protect the information. Dolphins Pre-school ensures all business devices have appropriate anti-virus, firewall and spam software to help minimise access to files and identify any areas of concern.

E-mails are checked regularly for viruses. However, no liability is accepted for any viruses which may be transmitted in or with e-mails.

Disposal of Documents

Employees must ensure that documents are only kept for the retention period set out for that particular type of data. All documents that exceed this retention period or are no longer required should be placed in a Confidential Waste bin, bag marked as 'confidential waste' or shredded. Any waste that is being stored before collection should be kept in a secure location such as a locked office to prevent unauthorised access.

Disposal of IT Hardware

Computer hardware that comes to the end of its use, should be wiped and any personal or sensitive data removed. Once this has been completed, the equipment must be destroyed.

7. Data Sharing and Processing

Third Party Sharing and Processing

Dolphins Pre-school may need to share personal data with organisations outside of Dolphins Pre-school, we refer to these as 'third parties'. This may be for a variety of reasons but where this is necessary Dolphins Pre-school ensures all third parties who process data on behalf of Dolphins pre-school (the data controller) have robust systems in place to comply with the conditions set out in GDPR.

Third parties who process data on behalf of Dolphins Pre-school may be required to sign a Data Confidentiality Agreement. This outlines how we expect each organisation as a data processor, to handle the data we share with them. Failure to adhere to the obligations set out in the Data Confidentiality Agreement would result in us reviewing our partnership with them as this may lead to a data breach.

Some organisations who we share data with such as Public Bodies or very large organisations, may not be able to sign our Third Party Data Confidentiality Agreement, where this is the case we try to ensure that we have information on their Data Protection Policy and arrangements to ensure that we are satisfied that they are compliant with the GDPR.

In relation to the sharing of data with Third Parties Dolphins Pre-school will take reasonable steps to ensure:

- Reasonable steps are taken to ensure secure measures are in place to protect individuals' personal data
- A written contract or confidentiality agreement is set out establishing what personal data will be processed, the purpose for processing and how long the data will be held
- Third parties are informed about data subjects who wish to access, erase or rectify their personal data
- Personal data is only disclosed to third parties outside a formal contract or agreements where there is a legal obligation to do so
- The T&Cs within the contract with a third party meet the requirements of the GDPR
- Data subjects have given their explicit consent to disclose their personal data to third parties or are agreeing to the terms of a Dolphins Pre-school contract
- The disclosure of data is necessary to protect the vital interests of the data subject

Internal Sharing of Data

The subsequent guidelines should be followed when sharing data internally

- Data should never be shared via email unless the email is adequately protected
- Emails containing personal data should be deleted after being dealt with / saved within the appropriate software system and any hard copy file in line with the Management, Retention and Disposal guidelines
- Personal data should only be shared with those who need to have it and care should be taken when sharing personal data via email that it is sent to the correct recipient
- Data should not be shared over the phone or in person unless the individual is known to you or their identity has been confirmed

8. Social Media

Dolphins Pre-school use Facebook and other social media outlets as a means to communicate positive messages about the organisation. They are updated with regular posts showing a selection of the activities for children, news and special offers.

All photographs of children used on the Dolphins Pre-school Facebook page require parents' consent. Photos are not to be posted on this or any social media or internet sites without this consent. The consent should be updated at least once a year to ensure the parents are still happy for images to be used.

We are not responsible for any social media groups which are detached from Dolphins Pre-school and have been set up by parents such as forum groups.

9. GDPR Provisions

Privacy Notices

The Dolphins Pre-school Privacy Notices outline the following information:

- what personal data we collect

- how we process the data
- the lawful basis in which we process
- the purpose for processing
- who we share data with and why
- how long we hold it for
- where it is stored and
- the rights of the data subject

The privacy notices are available on the Dolphins Pre-school website or upon request.

Privacy by Design and Default

Dolphins Pre-school as the data controller shall implement appropriate technical and organisational measures to ensure that by default, only personal data necessary is used for each specific purpose of processing. Dolphins Pre-school will also (where deemed necessary) follow data protection principles such as data minimisation to protect the rights of the data subject by implementing appropriate technical and organisational measures, such pseudonymisation.

10. Data Subject Rights

Subject Access Requests (SAR)

The personal data collected and held by Dolphins Pre-school remains the property of the Data Subject and therefore they retain the right to know what information we hold on them, where it is held and for what purpose. Under the GDPR we are aware of our legal obligations to provide a copy of the data, free of charge and without undue delay and at the latest within one month of a request on receiving a Subject Access Request (SAR).

Dolphins Pre-school reserve the right to refuse or charged for information if the SAR is manifestly unfounded or excessive. We will inform the Data Subject of this within one month of the request and provide information as to why it has been refused or why a charge has been requested.

Right to be Forgotten

A Data Subject has the right to ask Dolphins Pre-school to erase his/her personal data and cease further dissemination of the data. The right to be forgotten will not be available where we are under contract with the Data Subject or we hold the data to meet legal requirements. If personal data has been disclosed to third parties where possible, we are required to inform them about the erasure of personal data.

Right to Rectification

A Data Subject has the right to request that we rectify inaccurate or incomplete personal data concerning him/ her. If such personal data has been disclosed to third parties where possible these third parties will be informed. We will take steps to correct inaccurate or incomplete data as soon as practicable after becoming aware of it. We would always aim to have this completed and the Data Subject be advised of the action taken within one month.

Right to Object

A Data Subject has the right to object to the processing of their data where it is used for direct marketing, research, statistical analysis, for legitimate interests or the performance of a task in the public interest. Where a Data Subject objects to Dolphins Pre-school having their data for these purposes, we will no longer process the personal data and inform the Data Subject when this has been actioned. We will assume the Data Subject is removing consent for the data to be used in that way and remove this from our systems.

11. Reporting Breaches

All Dolphins Pre-school employees who are aware that a data breach has occurred should report the breach to their line manager and the Data Protection Officer. The Data Protection Officer will then ensure that the breach is recorded.

High Risk Breaches

Dolphins Pre-school are required under the GDPR to notify the Information Commissioners Office of a high risk data breach, where the breach is likely to result in a risk for the right and freedoms of the individual. Dolphins Pre-school will report the breach within 72 hours of first becoming aware of the breach. Dolphins Pre-school will also notify the individual concerned directly and advise them of what is being done to manage the risk.

12. Monitoring

Data Audit

The Data Audit outlines what information is held, what lawful process the data fits into, where the data is held, how long the data is held for, who has access, and whether the data is shared with any third parties.

Data Breach

The Data Breach Log is a centralised log for all data breaches to be recorded. All staff members are required to record their breach in this register along with the action taken and whether the ICO have been notified.

Subject Access Request

The Subject Access Request Log is a centralised log for all subject access requests to be recorded. This includes the name of the requester, the date of request and the date of completion.

13. Complaints

Dolphins Pre-school is fully committed to protecting the privacy of individuals and complying with the General Data Protection Regulation (GDPR). We will do our best to investigate any complaints from Data Subjects in accordance with our Complaints Procedure.

If you are unhappy with our handling of a SAR or have concerns with how we handle data, please let us know and we will try and resolve the issue. If you are still unsatisfied, you have the right to contact the Information Commissioners Office and raise a concern with them. They can be contacted on: <https://www.ico.org.uk/concerns/> or 0303 123 1113.

14. Training and Awareness

Dolphins Pre-school recognises that most staff in the course of their work will come into contact with personal data and endeavours to provide information, training and support to all employees to assist them in collecting, storing, processing and disposing of personal data.

Data Protection Training

All staff members are required to undertake data protection awareness training. New employees will undertake data protection training as part of the induction to ensure they are familiar with our Data Protection Policy and accompanying guidance documents. All staff members are encouraged to read this policy along with the assisting protocols and guidance documents to ensure compliance.

Data Protection Support

Data protection support is provided by Dolphins Pre-school

Employees should familiarise themselves with this policy and other relevant data protection protocols and guidance. Employees who fail to comply and as a result cause a significant data breach may face disciplinary action. Each incident will be assessed on a case-by-case basis.

Data Protection and Privacy Policy

Your privacy is important to Dolphins Pre-school so we have developed a number of privacy notices which cover how we collect, use, process, transfer and store your personal information. All

your personal Information shall be held and used in accordance with The General Data Protection Regulation (2018). Our full Data Protection Policy can be accessed by contacting our Data Protection Officer (DPO).

Dolphins Pre-school is the data controller of your Information and is required to collect and process data for several purposes concerning its staff, contractors, parents, children, website users and any other individual who comes into contact with the company. In gathering and using this data Dolphins Pre-school is committed to protecting all individuals' rights of freedom and privacy. The policies below are intended to inform you how we gather, define, and utilise your personal information such as name, address, email address and mobile phone number.

Privacy Policy for website users

What personal data we collect about you as a visitor to our website

When you visit our website, you may provide us with two types of information:

- Personal Information you provide to us on an individual basis
- Registration website use information collected as you and others browse our website.

We maintain the highest standards of security, however the transmission of information via the internet is not completely secure. So, whilst we will do our best to protect your Information, we cannot ensure the security of your data transmitted to our website.

Any information you submit is sent at your own risk. Once we have received your Information we will use strict procedures and security features to minimise the risk of unauthorised access. Similar to other commercial websites, our website uses a technology called "cookies" (see explanation below, "What Are Cookies?") and web server logs to collect information about how our website is used.

Information gathered through cookies and web server logs may include the date and time of visits, the pages viewed, time spent at our website, and the websites visited just before and just after our website.

How we use the information you provide to us

Dolphins Pre-school use your Information in the following ways:

- to ensure that content from our website is presented in the most effective and efficient manner for you and your computer;
- to allow you to register, request information or order any products and services available on our website where you choose to do so;
- to notify you about changes to our service;
- in accordance with your authorisation at the point of registration;
- if you have given your consent at the point of registration, to contact you with information about products, services and special offers that you request from us, or that we feel may be of interest to you or to ask you to participate in one of our surveys. We may pass your Information to carefully selected third party organisations:
- if we buy or sell any business or assets in which case we may disclose your Information to the seller or buyer of such business or assets;
- if we are under a duty to disclose or share your personal data to comply with any legal obligation or in order to enforce or apply our terms and conditions and other agreements or protect the rights, property, or safety of our customers, or others. This includes exchanging information with other companies and organisations for fraud protection and credit risk reduction.

How we protect your information

Storage of data

The data you provide to us via the website we will hold in our software systems. Data relating to you and your child will be kept at Dolphins Pre-school. Personal data held within a software system will be securely protected with individual logins, which will only be given to those who need to access the data.

Your data subject rights

You may request access to all your Information that we collect online and maintain in our database by writing / emailing our Data Protection Officer (DPO) via our website.

We are obliged under GDPR to complete your request within 1 month of receipt of the request.

Your Consent

By using our website, you consent to our collection and use of your Information as described in this Privacy Policy. If we change our privacy policies and procedures, we will post those changes on our website to keep you aware of what information we collect, how we use it and under what circumstances we may disclose it.

Where we store your personal data Data and Information that we collect from you may be transferred to and stored at a destination outside the European Economic Area ("EEA"). You consent to our sending and storing Your Information outside the EEA. We will take all steps reasonably necessary to ensure that your Information is treated securely and in accordance with this Privacy Policy.

Cookies

What Are Cookies?

A cookie is a very small text document, which often includes an anonymous unique identifier. When you visit a website, that site's web server/computer asks your computer for permission to store this file in a part of your hard drive specifically designated for cookies.

Each website can send its own cookie to your browser if your browser's preferences allow it, but (to protect your privacy) your browser only permits a website to access the cookies it has already sent to you, not the cookies sent to you by other sites, therefore private information supplied to one web site cannot be read by another organisation.

A more detailed look at how we use cookies on the Dolphins Pre-school web site can be found by clicking the 'Cookie Settings' button, you will also find further useful information at <https://cookiepedia.co.uk/giving-consent-to-cookies>

How We Use Information We Collect from Cookies

As you browse and navigate around our website, the website uses cookies to differentiate you from other users to prevent you from seeing unnecessary advertisements or requiring you to log in more than is necessary for security.

Cookies, in conjunction with our web server's log files, allow us to calculate the aggregate number of people visiting our website and which parts of the website are most popular. This helps us gather feedback so that we can improve our website and better serve our customers.

Cookies do not allow us to gather any personal Information about you and we do not generally store any personal Information that you provided to us in your cookies.

Privacy Notice for Parents

Dolphins Pre-school is the data controller for any personal information you provide to us regarding you or your child. This means we decide how your personal data is processed and for what purpose.

Dolphins Pre-school is required to collect and process data for a number of purposes concerning its staff, contractors, parents, children and any other individual who comes into contact with the company. In gathering and using this data Dolphins Pre-school is committed to protecting all individual's rights of freedom and privacy and meeting the requirements of the General Data Protection Regulation 2018 (GDPR).

What personal data we collect about you and your child

Dolphins Pre-school contractual responsibilities include but are not limited to the collection of the following personal data:

- Personal details (name, date of birth, gender)
- Attendance information (start date, hours in pre-school)
- Medical and health information
- Personal characteristics
- Dietary requirements and preferences (allergies on intolerances, food likes/dislikes)
- Special Educational Needs information
- Development records

The information we hold about you as a parent or guardian may include:

- Personal details (name, date of birth, national insurance number)
- Contact details (address, phone number, email address)
- Bank details (name of bank, account number and sort code)

We do hold some special category data about you and your child regarding race, ethnic origin, religion and health information. The special category data is only collected as required by the Local Authority or other public bodies for legal and contractual purposes. We comply fully with the requirements of GDPR in relation to special category data and are aware of the sensitive nature of the information.

It is the duty of you, the Data Subject to let us know of any personal data that has changed or is incorrect, we send out annual declaration forms to ensure the data we hold on you is accurate.

How we process your personal data Dolphins Pre-school complies with its obligations under the GDPR by keeping personal data up to date; storing and destroying it securely; not collecting or retaining excessive amounts of data; protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data. All the data we process, we do so to fulfil the contract we have with you.

Dolphins Pre-school hold and processes your data to be able to:

- Provide the appropriate care for your child
- Support your child's learning
- Monitor and report on your child's progress
- Ensure the right first aid and medication is provided to your child in cases where they become ill or have an accident in our care

There is certain data we hold about you as a parent or guardian to be able to successfully carry out the contract. The information we hold about you includes your name and address, contact details, bank details and signatures. We hold this personal data and use it to:

- Be able to contact you in case there is an emergency regarding your child
- Be able to take payment for the childcare we are providing your child
- To provide proof of consent of your agreement to our contract terms and conditions

Whilst much of the data you provide to us is mandatory to carry out the contract you hold with us, some of it is provided on a voluntary basis. To comply with the GDPR we will inform you at the time of collection whether the information you are asked to provide is mandatory. Where personal data is not required for legal or contractual reasons, we will give you the opportunity provide your consent for us to use your data for that purpose.

The lawful basis in which we process this data Dolphins Pre-school collects and process all the information you provide to us as a parent or guardian under the contractual lawful process. It is necessary to process this data to be able carry out the requirements of the contract. Without this data we will not be able to fulfil your contract and thus not be able to keep your child in our care. The health and medical data you provide to us regarding your child is legally required and is vital to keep your child safe whilst in our care.

Data regarding your child's ethnicity, race and religion is only processed under the requirements of Local Authorities and public bodies and upholding Dolphins Pre-school equal opportunities policy and ensuring we are meeting the Equality Act 2010.

Some data will only be processed if explicit consent is given. This can include the ability to take photographs of your child and using your details for direct marketing. Where this is the case we will ask for your specific consent.

Who collects this data

Dolphins Pre-school collects most of its data directly from the individual themselves. The information we collect about you and your child will all be obtained from the application form you fill out when you first enrol your child. Additional data is collected as part of the Annual Declaration and on an ad-hoc basis as required.

Storage of data

All your data is either kept in our software systems or in paper format. Data relating to you and your child will be kept in the pre-school. Personal data held within a software system will be securely protected with individual logins, which will only be given to those who need to access the data. If you wish to see the full version of our policies relating to ICT please contact the Data Protection Officer.

All data stored in paper format will be kept in a safe location where only those who are authorised to access it, can.

Who and why we share this data

We are legally obliged to pass some of your details on to third parties for legal reasons such as public bodies. This includes Local Authorities, Ofsted, NHS, Police and enforcing agencies. We will not give information about you or your child to anyone outside of the company without your explicit consent unless the law or our terms and conditions allow us to.

We may also share data with organisations for trend analysis. The processing of this kind of data we are not legally required to do and therefore we will ask you for your explicit consent for us to share your data for this purpose

We may share your child's progress data with schools as they transfer from pre-school, however this will only be done with the explicit consent from you as a parent or guardian.

Data retention periods

Dolphins Pre-school is committed to ensuring we do not hold personal data for any longer than necessary.

Data which we hold under contract is subject to specified retention periods. These are detailed within our data audit details of which are available upon request.

Further processing

If we wish to use your personal data for a new purpose, not covered by this Data Protection Privacy Notice, we will provide you with a new notice explaining this new purpose. Where and whenever necessary, we will seek your consent to the new processing.

Your data subject rights

Under GDPR you have the right to request access to any of the data held by Dolphins Pre-school about you and your child. If you wish to make a subject access request please contact the Data Protection Officer (DPO).

If you feel Dolphins Pre-school has not handled your or your Child's personal details adequately or you are unhappy with how your data request has been dealt with contact the Data Protection Officer (DPO).

Recruitment

If you are successful and are offered a position to work for Dolphins Pre-school we will hold your data under contract. Further information on what information we hold on employees, how we store

it and how we process this data can be found on the Privacy Notice for Employees below.

If you are unsuccessful we will dispose of any personal data you have supplied us immediately unless you have given explicit consent for us to keep this information.

Privacy Notice for Employees

Dolphins Pre-school is the data controller for any personal information you provide to us regarding yourself as an employee of Dolphins Pre-school. This means we decide how your personal data is processed and for what purpose.

Dolphins Pre-school is required to collect and process data for a number of purposes concerning its staff, contractors, parents, children and any other individual who comes into contact with the company. In gathering and using this data Dolphins Pre-school is committed to protecting all individual's rights of freedom and privacy and meeting the requirements of the General Data Protection Regulation 2018 (GDPR).

What personal data we collect about you

Dolphins Pre-school contractual responsibilities include but are not limited to the collection of the following personal data:

- Personal information (name, employee number, national insurance number)
- Contact information (phone number, email address)
- Work absence information (number of absences and reasons)
- Qualification and educational history
- Bank details (name of bank, account number and sort code)
- Medical and health information
- Contract information (start date, hours worked, salary information)

We do hold some special category data about you regarding your race, ethnic origin, religion and health information. The special category data we hold we only process if it is essential for the purpose of a contract or required for legal reasons and is adequately protected because of the sensitive nature of the information. We only use this information for equal opportunity research and feedback.

It is the duty of the data subject to let us know of any personal data that has changed so we can update our records and ensure the data we hold on you is accurate.

How we process your personal data

Dolphins Pre-school complies with its obligations under the GDPR by keeping personal data up to date; storing and destroying it securely; not collecting or retaining excessive amounts of data; protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data. All the data we process from employees, we do so to fulfil the contract.

Dolphins Pre-school hold and processes your data to be able to:

- Enable individuals to get paid
- Contact employees when necessary

The lawful basis in which we process this data

Dolphins Pre-school collects and process all the information you provide to us about yourself as an employee under the contractual lawful process. It is necessary to process this data to be able carry out the requirements of the contract. Without this data we will not be able to fulfil the contract and thus not be able to employ you as a member of staff here at Dolphins Pre-school.

The health and medical data you provide to us is legally required and is vital to keep you safe whilst you are employed with us. It is also under your contract that you supply sick notes to us as evidence of proof of illness and ensure you are paid for these days.

Data regarding your ethnicity, race and religion is only processed for monitoring and upholding Dolphins Pre-school equal opportunities policy and ensuring we are meeting the Equality Act

2010.

Who collects this data

Dolphins Pre-school collects most of its data directly from the individual themselves. The information we collect about you will be obtained from the application you give us during the recruitment process or new starter pack you fill out when you first become employed with Dolphins Pre-school. Additional data is collected via our payroll system and on an ad-hoc basis as required.

Storage of data

All your data is either kept in our software systems or in paper format. Employees' data may be held within the department your work for. Bank details are held in payroll. Personal data held within software systems securely protected with logins, which will only be given to those who need to access the data.

All data stored in paper format will be kept in a safe environment where only those who need it can access it. This may include being locked away.

Who and why we share this data

We are legally obliged to pass some of your details on to third parties such as public bodies or civil services. These may include, the police, the courts, HMRC and pension providers. We limit the sharing of data to third parties as far as practicable and only share data where it is necessary for legal reasons or for the processing of the contract.

Data retention periods

Dolphins Pre-school is committed to ensuring we do not hold personal data for no longer than necessary. We are required by law to hold some of the personal data you provide us for certain periods of time. Medical, health and accident data will not be destroyed and both financial and personal data we will hold for 6 years after you have left, after this period your data will be appropriately disposed of. Further information can be found on our Management, Retention and Disposal of Records Guidance.

Further processing

If we wish to use your personal data for a new purpose, not covered by this Data Protection Notice, we will provide you with a new notice explaining this new purpose. Where and whenever necessary, we will seek your consent to the new processing.

Your data subject rights

Under GDPR you as an employee have the right to request access to any of the data held by Dolphins Pre-school. If you wish to make a subject access request, please contact the Data Protection Officer (DPO).

If you feel Dolphins Pre-school has not handled your personal details adequately or you are unhappy with how your data request has been dealt with contact the Data Protection Officer (DPO).

Consent

Dolphins Pre-school is committed to ensuring where consent is required, it is freely given, specific and unambiguous. Where consent is required for additional processing, data subjects are given the opportunity to freely give their consent to us processing that data for the specified purpose. Additional consent forms will be distributed to gather additional permission.

5.8.1 Data protection principles

Personal information or personal data is defined as data which relates to a living individual who can be identified from that data, or other information held and the Data Protection Act (1998) establishes eight enforceable principles that must be adhered to:

1. Personal data shall be processed fairly and lawfully;
2. Personal data shall be obtained only for one or more specified and lawful purposes;

3. Personal data shall be adequate, relevant and not excessive;
4. Personal data shall be accurate and where necessary, kept up to date;
5. Personal data processed for any purpose shall not be kept for longer than is necessary for that purpose or those purposes;
6. Personal data shall be processed in accordance with the rights of data subjects under the GDPR and Data Protection Act 2018;
7. Personal data shall be kept secure i.e. protected by an appropriate degree of security;
8. Personal data shall not be transferred to a country or territory outside the European Economic Area, unless that country or territory ensures an adequate level of data protection.

We are committed to fully observing and complying with the above principles at all times and all Dolphins Pre-school staff involved with the collection, processing and disclosure of personal data will adhere to those principles. In following these principles, we will ensure that we:

- inform individuals why information is being collected
- check the quality and the accuracy of information held
- personal information is not retained for longer than is necessary
- when personal information is obsolete it is destroyed appropriately and securely
- ensure safeguards are in place to protect personal information from loss, theft and unauthorised disclosure
- do not discuss children with other parents or anyone else outside of the setting.
- share information with others only when absolutely necessary
- ensure compliance with the duty to respond to requests for access to personal information, known as “subject access requests”
- any discussions we have with other professionals take place within a professional framework and not on an informal or ad-hoc basis.
- where third parties share information about an individual we check if it is confidential, both in terms of the party sharing the information and of the person whom the information concerns.

5.8.2 Duty to respond to requests for access to personal information

Any individual has the right of access to information held about him or her. However, with children, this is dependent upon their capacity to understand (normally age 12 or above) and the nature of the request. Where the child is not deemed to be competent an individual with parental responsibility or guardian shall make the request on behalf of the child.

Dolphins Pre-school will respond to any such formal requests by a parent/carer with parental responsibility for a child, subject to the exemption (allowed in the GDPR and Data Protection Act) that we may withhold information in line with our safeguarding policy (section 1.2.11)

5.9 Working in partnership with other agencies

Policy statement

We work in partnership, or in tandem, with local and national agencies to promote the well-being of children.

Procedures

We have procedures in place for the sharing of information about children and families with other agencies. These are set out in our Information Sharing Policy, Safeguarding Children and Child Protection Policy and the Supporting Children with Special Educational Needs Policy. Dolphins Pre-school staff do not casually share information or seek informal advice about any named child or family.

Information shared by other agencies with us is regarded as third party information. This is also kept in confidence and not shared without consent from that agency.

When working in partnership with staff from other agencies, we:

- make those individuals welcome in our setting and respect their professional roles.
- follow the protocols for working with agencies, for example on child protection.

- ensure that staff from other agencies do not have unsupervised access to the child they are visiting in the setting and do not have unsupervised access to any other children during their visit.

When necessary, we consult with and signpost to local and national agencies who offer a wealth of advice and information that help us to develop our understanding of the issues facing us and who can provide support and information for parents. For example, ethnic/cultural organisations, welfare rights advisors or organisations promoting childcare and education, or adult education

6 Complaints, contingencies and other matters

6.1 Complaints

Policy statement

Dolphins Pre-school aims to provide the highest quality of care for all our children and we will give prompt and serious attention to any concerns about the running of the Pre-school. If for any reason whatsoever any parents/carers are less than entirely satisfied with any aspect of the Pre-school they are encouraged to raise their concerns. We anticipate that most concerns will be resolved quickly through an informal approach with a member of staff, as appropriate. If this does not achieve the desired result, we have procedures for dealing with the concern. We aim to bring any and all concerns about the running of the Pre-school to a satisfactory conclusion for all parties involved.

Section 3.75 of the EYFS requires that “Providers must put in place a written procedure for dealing with concerns from parents and/or carers, and must keep a written record of any complaints, and their outcome.” and that “All providers must investigate written complaints relating to their fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint. The record of complaints must be made available to Ofsted.”

Procedures – making a complaint

We seek to resolve any complaints through progressive stages.

6.1.1 Complaint at Stage 1

In the first instance, any parent/carer who is uneasy or has a concern about any aspect of Dolphins Pre-school should talk over any worries or anxieties with the Deputy Principal. Most complaints should be resolved amicably and informally at this stage. If appropriate (if the concern was more than a simple mis-understanding), we will record the issue and how it was resolved in our Complaints Investigation Record.

6.1.2 Complaint at Stage 2

Should the procedures in stage 1 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.

For parents/carers who are not comfortable with making written complaints, there is a template form for recording complaints in the Complaint Investigation Record; the form may be completed by a member of staff on behalf of the parent/carer and signed and dated by the parent.

Dolphins Pre-school stores all information relating to written complaints from parents in our complaint pending file. However, if the complaint involves a detailed investigation, the Deputy Principal may wish to store all information relating to the investigation in a separate file designated for this complaint.

When the investigation into the complaint is completed, the Deputy Principal will meet with the parent to discuss the outcome. We will inform parents of the outcome of the investigation within 28 days of receiving the complaint.

When the complaint is resolved at this stage, we will log summary points in our Complaint Investigation Record, which is made available to Ofsted on request.

6.1.3 Complaint at Stage 3

If the parent/carer is not satisfied with the outcome of the investigation, s/he should request a further meeting with the Deputy Principal. The parent/carer may have a friend or partner present if s/he prefers and the Deputy Principal may have the support of the Principal/Head of Operations. An agreed written record of the discussion will be drafted, as well as any decision or action to take as a result. All of the parties present at the meeting will sign the record and receive a copy of it.

This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, we will log summary points in our Complaint Investigation Record.

6.1.4 Complaint at Stage 4

If at the stage 3 meeting the parent/carer cannot reach agreement with members of Dolphins Pre-school, we will invite an external mediator to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers, but can help us to define the problem, review the action so far and suggest further ways in which it might be resolved.

The mediator keeps all discussions confidential. S/he may hold separate meetings with members of Dolphins Pre-school staff and the parent/carer, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

6.1.5 Complaint at Stage 5

When the mediator has concluded her/his investigations, a final meeting between the parent and the Principal/Deputy Principal/Head of Operations will be held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.

A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

6.1.6 The role of Ofsted and the BHSCP

The parent/carer may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of Dolphins Pre-school registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure that the setting is adhering to the Safeguarding and Welfare Requirements of the Early Years Foundation Stage.

Parents can complain to Ofsted by telephone or in writing:

Ofsted National Business Unit, Piccadilly Gate, Store Street, Manchester M1 2WD
enquiries@ofsted.gov.uk or 0300 123 4666.

These details are displayed on Dolphins Pre-school Notice Board in the hallway.

If a child appears to be at risk, we follow the procedures of the BHSCP. In any such cases, both the parent and the Principal are informed and members of Dolphins Pre-school work with Ofsted or the BHSCP to ensure a proper investigation of the complaint, followed by appropriate action.

6.1.7 Complaints record

A record of complaints in relation to Dolphins Pre-school, for the children or the adults working at Dolphins Pre-school, is kept for at least three years; including the date, the circumstances of the complaint and how the complaint was managed.

The outcome of all complaints is recorded in our Complaint Investigation Record, which is available for Ofsted inspectors to view on request.

6.2 Contingency plans

Policy statement

In drawing up our contingency plans we have referred to the Department for Education publication "Emergency planning and response for education, childcare, and children's social care settings",

which advises that early years providers should plan for and deal with emergencies, including severe weather and floods.

Dolphins Pre-school recognises that closure of the Pre-school would be extremely disruptive to parents, especially working parents who may then need to find alternative childcare at very short notice. Whenever possible we will therefore always endeavour to keep the Pre-school open during its normal hours of operation.

Our policies on Risk Assessment (section 3.4) and our Fire and Emergency Evacuation and Emergency Lock-down (section 3.5.3) touch on how we would deal with certain external emergencies (these are further developed in our Risk Assessment manual which includes procedures for emergency scenarios such as unwanted “visitors” or intruders).

Procedures

6.2.1 Severe weather

Dolphins Pre-school has operated through severe weather (heavy snowfalls) on a number of occasions over the past few years.

Several members of staff live within walking distance of the Pre-school location and so even if road conditions (e.g. ice and/or snow) make it impossible or imprudent to drive, they would still walk to and open the Pre-school in good time. As the Pre-school is not in a flood plain (it is situated on relatively high ground), it is unlikely to be closed because of flooding.

In adverse weather we update our web-site/Facebook page to indicate that Dolphins Pre-school is still open (or much less likely) that we are unable to open Dolphins Pre-school.

6.2.2 Electricity power cuts

Power cuts – whether “planned power outages” by National Grid or unscheduled loss of power at a local or regional level – could potentially have a severe impact on and may require us to close the Pre-school. Dolphins Pre-school requires electricity for lighting, power, ITC needs (including land-line phones) and – in winter time - heating purposes.

We could continue to operate on the basis of loss of electricity for lighting as our main room is exceptionally well illuminated by natural daylight from our patio door windows and overhead sky-lights. Similarly the staff kitchen has windows providing sufficient natural light. However, the children’s toilet windows are opaque and loss of overhead lights would need to be compensated by battery operated torch-lights.

Electricity is also required to power the electric motors which open and close the shutters on the patio doors, although these might be operated manually for a short period.

Loss of our land-line telephones would be mitigated by use of mobile phones – and these could be re-charged through use of our car charging system/mobile chargers.

There is no gas (either main gas or LPG) supply at the premises and we are entirely reliant on electrical heating. Loss of electricity in winter for any significant time period would require us to close down the Pre-school as the ambient temperature in the building dropped.

We would endeavour to telephone parents to inform them of our decision to close the Pre-school because of lack of heating and ask them to either collect their children early or not to bring them into the Pre-school as appropriate.

6.3 Dolphins Pre-school policies

Policy statement

The policies incorporated herein have taken many hours of careful drafting to bring together a coherent, balanced document which takes into account the best interests of all Dolphins Pre-school stake-holders including children, parents/carers, staff, regulators and other external bodies (subject always to the over-riding paramount importance of the children’s safety).

Few of the policies are entirely stand-alone; most of them are interlocking so that a change in one area may necessitate a raft of knock-on changes in other policy areas.

Procedures

6.3.1 Intellectual property rights

Although we make this document freely available to parents and visitors for perusal within the setting, we herewith assert our claim to intellectual property rights over the total contents of the document. Among other things, this means that users of the document are prohibited from photocopying or from making manuscript verbatim copies.

To help preserve our intellectual property rights, Dolphins Pre-school policies document must not be removed from the setting premises.

6.3.2 Review of policies

We aim to undertake a comprehensive review of our policies every year. In the interim, we do not make wholesale changes to the main body of the policies document unless there is a compelling reason to do so taking into account new legislation and statutory requirements.

6.3.3 Policies change management

We keep our policies and procedures under continual review and we are always open to proposed changes. As well as modifying policies to take into account changes to Dolphins Pre-school working practices and procedures, such proposed changes may stem from edicts from central or local government, comments and suggestions from parents/carers or input from external visitors. Any such modifications (whether a new addition to our policies or a termination of or an amendment to an existing policy) will be documented.

6.3.4 Staff agreement

These Dolphins Pre-school policies have been drawn up in conjunction with staff, each of whom undertakes to abide by the policies and procedures set out in this document implementing them within the setting.