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POLICY AND PROCEDURE BOOKLET 2022/23

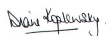
EARLY CHILDHOOD CENTRE

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In accordance with Children's Order (NI) 1978

SLEEPY HOLLOW GROUP – EARLY CHILDHOOD CENTRE COPY

SIGNED :





DATED : 19<sup>th</sup> August 2022

## SLEEPY HOLLOW GROUP

### Mission Statement and Statement of Intent

We aim to provide a secure, stimulating and caring environment that is welcoming and will encourage children to develop to their full potential.

We are committed to providing the highest standard of care in a homely atmosphere whilst actively promoting equal opportunities and continuing to provide effective learning opportunities for all children. Sleepy Hollow is where children can discover, achieve and express themselves through play and where parents/carers feel confident to leave their child in safe environment.

We are committed to providing a high level of care and therefore seek to recruit well trained qualified members of staff with a compassionate and caring outlook. We pride ourselves in ensuring our staff will be offered a full and varied program of training opportunities which will benefit them as individuals, the children and parents within the setting.

Admissions :- See separate policy

Hours of Opening :- 7.30am-6.15pm Monday to Friday (with exception of public holidays). A full list of closure dates is displayed on the nursery hallway noticeboard each year/on family app. We normally close on following dates (full weeks)

1<sup>st</sup> January

Easter Monday and Tuesday

May Bank holiday Mondays x 2

July – bank holiday full week

August bank holiday Monday x 1

Closed from 4pm on Christmas eve until 2<sup>nd</sup> January (or 1<sup>st</sup> weekday after 2<sup>nd</sup> January if that date falls on a Saturday or Sunday)

Contact Information :- Nursery Contact Number is 02894 453976 ext 1

Manager :- Lorna Mulholland – lorna@sleepyhollowgroup.com

General queries: info@sleepyhollowgroup.com

Charges and Fees, Registration and Insurance :- On display on parents notice board

Role of parents:- parents must ensure that all enrolment forms are completed fully and that they make us aware of any changes. We have a partnership with parents' policy which covers all other information

Social Services Early Years Team :- are our regulating authority and can be contacted at any point. They register our facility and will inspect it annually.

Policies :- a full and comprehensive list of policies are below. Where the wording of our policy differs to those recommended under the Minimum Childcare Standards 2012 we have indicated the relevance in italics under our heading.

ALL STAFFING PROCEDURES, INCLUDING ALLEGATIONS AND COMPLAINTS REGARDING STAFF ARE HELD IN A SEPERATE STAFF HANDBOOK. ALLEGATIONS REGARDING CHILD PROTECTION ARE INCLUDED IN SAFEGUARDING AND CHILD PROTECTION POLICY.



## ABSENCE OF MANAGER OR KEY PERSONNEL

### Principle

The overall aim is to provide a safer and more secure environment for the benefit of children, parents and staff whilst also ensuring that the company fulfil the requirements laid down in legislation.

### Statement of Intent

The nursery recognises the importance of providing and maintaining a safe environment for children, parents and staff members at Sleepy Hollow Group, which require that there are adequate levels of staff to meet ratios and that there is both a manager and deputy supernumerary if required under the childcare standards.

### Procedures

Where a manager or deputy is off in nursery then this will be covered by one of the qualified staff members in nursery (preferably someone who has a QCF/NVQ 5 or who is undertaking it). In the case of unexpected management absence or holidays then the Deputy will cover for the manager and an acting Deputy will be appointed. The acting member of staff will in turn be covered by a relief staff member. If this is not possible either the Company Director or the Area Manager will act as Nursery Manager for the duration of absence of the management member. Where there are 35 children or less in Nursery then only one management member will be supernumerary.

In the units or afterschool's again the same procedure will apply that a qualified member of the team will act up and in turn will be replaced by a relief staff member.

In the absence of other key personnel such as the cook a trained member of nursery staff will cover and in absence of the bus driver one of the directors will cover, or external bus company or taxi will be appointed. Should this ever arise a staff member will always accompany the children on the bus.

In the absence of staff members (Childcare/playworkers) then a staff member will be appointed if necessary, from relief staff. Often during peak holiday periods then cover may not be required as units or rooms within nursery may close.

ACCIDENT, INCIDENT AND FIRST AID POLICY  
'Accidents – Prevention, Reporting, Recording and Notification and First Aid'

Principle

We aim to provide a safe environment for children to play. Accidents and untoward incidences can be very distressing so we have a contingency plan in place should a child or staff member have an accident or untoward incident whilst at Sleepy Hollow.

Accident Definition : An accident is an undesired circumstance (s) which gives rise to ill health, injury, damage, production losses or increased liabilities (Health and Safety Executive)

Incident Definition: An incident is a minor event or occurrence attracting general attention of being noteworthy in some way.

Statement of intent

A plan of action is essential for the care of all children and staff in the event of somebody having an accident or untoward incident.

Procedures

Accident Prevention

- As stated in Health and Safety Policy, Staff have a duty of care to ensure the workplace is kept clean and free of any hazards in accordance with the Control of Substances Hazardous to Health Regulations (NI) 2003 (COSHH).
- Staff also have a duty of care to report any accidents and to report any items of risk which may cause injury to children or staff to the nursery Manager, as stated in the staff handbook.
- As stated in the Health and Safety Policy all outside areas should be checked by a member of staff before children go outside to minimise any accidents occurring.
- All staff should follow all the relevant safety advice given, to minimise risk and accidents.
- Risk assessments should be completed of any medium or high-risk areas or prior to going on trips.

Should an accident happen in Sleepy Hollow

Major Accident -

- The first aider and the Manager in the group should assess the child and decide whether the child needs to go immediately to the hospital or whether they can wait for their parents/guardians to come. See emergency policy also
- If the child needs to go to straight to hospital, we will do this either by ambulance or using the company car/bus. The first aider will accompany the child and we will arrange to meet the child's parents/ guardians there.
- The manager must report any serious accidents to the managing director for further action to be taken e.g. new risk assessment, contact social services, and contact HSCNI if required under Health and Safety or RIDDOR legislation.

Minor accident

- If a child has a minor accident, the first aider should assess the child.
- Gloves must always be worn.
- If the child is bleeding, please ensure the allergy list is checked to ensure the child has no allergies against any of the materials that need to be used from the first aid box i.e. wipes, plasters etc.

- In the event of any spillage we would ensure that this cleaned using disposable cloths and antibacterial cleaners. These should be disposed of straight away using double bags.
- The cold pack is kept within the kitchen fridge/freezers and should be used if necessary.
- In the case of a head injury, please contact parents and make them aware what has happened and the child's condition, the child should then be monitored until collected.
- The first aid boxes are located in the following places: 1 x office, 1 x kitchen, 1 x prams, 1 x nursery bus, 1 x each playroom and 1 x in each small van.
- The contents of all first aid boxes and medicine cupboards will be checked on a monthly basis.

#### Untoward incident

If staff feel there is an incident or event regarding a child or children in their group/care which has caused distress or is noteworthy, which is not directly as a result of an accident, then it should be recorded using an accident/incident form, obviously ticking that it is an incident.

#### Completing accident/incident forms.

- An accident/incident report form should be completed for all children/staff who have an accident or are involved in an incident. Details should be recorded immediately after all prior procedures have been followed and giving as much detail as possible by the member of staff who witnessed the accident. This is done via the family app (or paper copy if the app / internet is down)
- You are then required to make the manager aware of the accident/incident form. This must be done at the earliest opportunity and must be completed before the child has left Sleepy Hollow with their parent/guardian.
- When the child is collected, the staff member should explain the accident/incident to the child's parent and get them to sign the form also.
- The form is then to be taken to the office where it will be stored if it's a paper version – otherwise it is kept on the app

#### On an outing

- When on an outing we always ensure that the group are accompanied by at least one member of staff who has first aid and we always carry a full first aid box in accordance with our Outings Policy and Procedures.
- In the event of accident happening, we would follow the procedure as above.

#### *Accident/Incident involving a member of staff*

- *If a member of staff has accident whilst in work, the first aider in the group would assess the staff member and carry out any first aid as necessary.*
- *As per guidelines of when an accident happens to a child, if the member of staff requires hospital treatment, we will take them either by ambulance or company car.*
- *Contact their next of kin and advise them to meet us there.*
- *We ask staff to ensure they report all accidents to their manager no matter how minor. This also follows procedures in the health and safety policy and manual handling policy.*
- *Staff should fill in an accident form if they have an accident, this should be signed by the manager.*
- *The Manager should inform one of the directors of any accidents involving a staff member.*
- *Any accidents involving hospital treatment must be reported to HSCNI in accordance with RIDDOR Legislation and to our registering social worker.*
- *Any incidences regarding staff members should also be recorded using the accident and incident report form.*

## ADMISSIONS POLICY

### Principle

We aim to provide quality affordable childcare which can be accessed by all members within our community. In order to do so we keep our prices competitive, offer flexibility and promote the use of childcare vouchers as a means of payment whereby each parent can make financial savings on their childcare costs. We offer spaces to children in a fair and unbiased manner. The Group has no intention of discriminating against any child on the grounds of sex, race, religion, creed or disability. Sleepy Hollow Day Nursery can accept children from aged six weeks to twelve years (ceasing on 30 June following their 12<sup>th</sup> birthday).

### Statement of intent

Sleepy Hollow believes that

- All families should be able to access quality affordable childcare and that siblings should be able to spend time together after school.
- It is unadvisable for parents to use unregistered childcare providers.
- Childcare spaces allocation should be fair and operate on a waiting list basis, purely on the basis of first come first served.
- Children with a disability should be integrated into our setting if we are able to provide adequate levels of care to best suit the needs of the child, in terms of specialist equipment, carers, etc. We work closely with all the child's health care specialists before determining if we are able to offer a space.
- Sleepy Hollow is on the list of social service approved settings to accept referral placements.
- The ratio of staff to children in our setting are as follows:-
  - 0-2 years 1 staff member to every three children
  - 2-3 years 1 staff member to every five children
  - 3- school age children 1 staff member to every eight children
  - School age children 1 staff member to every ten children
  - (two staff members as a minimum are assigned to work in each room)

### Procedures

- We encourage parents to visit our facility at any time to see the quality childcare we provide.
- Parents should bear in mind that whilst an appointment is not always necessary to view the facility there are particularly busy times during the day when there may not always be someone available to show them around, we advise you do not call during children's sleep time (11:30-2:00pm) as we do not like to disturb their routines. It is advisable to contact a manager in advance who can arrange a viewing for you.
- We will offer spaces primarily in accordance with our availability within the group i.e. If we have a full time space available it will be offered to a person (matching the criteria below) who applies for a full time space, if we have availability for a specific day only we will offer to the person on our list (matching the criteria below) who has applied for that specific day. At all times we will ensure that we are not exceeding our maximum number of children allowed in accordance with our registration certificate. In allocating the spaces we will use the following criteria.
  - Children with a brother or sister who attends sleepy hollow.
  - Children whose parent/carer is an employee of SHG (NI) Limited.
  - Children who are enrolled on a full-time basis including all holidays.
  - Children who are enrolled on a part time basis including all holidays.
  - Thereafter spaces will be allocated on a first come first basis
- When adding your child to our waiting list, parents are required to complete an enrolment form with all of the child's current information, although it should be noted that this may need to be updated again prior to the child starting. We do ask parents to pay a £100.00 deposit, £25.00 of which is a non-refundable admin fee and £75.00 will be credited to your account.



We have a separate policy on equal opportunities, settling in and on children with special needs.

## ALCOHOL POLICY

In order to safeguard children within our setting, Sleepy Hollow believes that no alcohol should be permitted within the premises.

- We ask all parents not to bring in gifts for staff which contain alcohol at any time.
- Staff are aware that alcohol is not to be brought into the setting and that disciplinary procedures will be followed if anyone is found not adhering to this.

## ANTI-BULLYING POLICY

'Part relating to Managing Aggression and Challenging Behaviour including bullying'

Bullying can have a profound effect on children's lives and can have a lasting effect on them into adulthood. It can undermine their self-esteem and self-confidence and often result in them becoming bullies themselves. The policy on Anti-Bullying has been drawn up within the Groups ethos of promoting positive behaviour.

Aims:

To create within our Group, an atmosphere/ethos of trust, which values, respects and protects the rights of each of its members to be within a safe and secure environment?

To develop within the ethos and curriculum of our attitudes, skills and activities this will prevent all aspects of bullying.

To foster trust among members of the Group so that bullying incidents can be reported, discussed and dealt with appropriately.

To encourage and foster active parental support in achieving those aims.

What is Bullying?

Bullying is repeated behavior which uses power to hurt, frighten or cause unhappiness to another.

This behaviour includes:

- Name calling
- Hitting, kicking, punching
- Damaging or stealing property
- 'Ganging up' on people
- Teasing about personal or physical differences
- Teasing about family/domestic/cultural situations
- Threatening
- Shouting, swearing, verbal abuse
- Extortion
- Malicious gossip
- Forcing someone to do something they do not wish to do
- Isolating someone
- Sending offensive/threatening texts or e-mails

What can we do about it and how can we achieve our aims?

We aim to develop self-esteem, self-respect, self-control, caring and respect for each other.

As part of our strategy for promoting positive behaviour, we look at attitudes, skills and activities which will prevent bullying:

- We value and listen to children's contributions
- We help the children learn and practice the skills required to build good relationships with other children and adults within the school and the wider community.

- Raising Pupil Awareness:

Activities through which this can develop:

- playing games
- role play/simulations
- stories, poems, media
- poster campaigns
- play situations
- writing
- behaviour problem solving scenarios
- Circle Time
- 'buddying' and 'monitoring' systems
- peer mediation

Where does bullying occur?

Practical Advice to Share with Children:

If you are bullied, tell a member of staff and parent(s).

- Try to ignore silly comments or teasing – don't say anything back – try to walk away.
- Tell people who are bullying you 'NO!' or 'GO AWAY'. You must say it loudly and walk away immediately. Practice this in the mirror.
- Stay with friends when playing – you are more likely to be bullied if you are on your own.

Practical Advice for Parents:

- Encourage your child to talk about what has been going on in nursery and talk through any minor incidents calmly to ascertain what has happened.
- Inform the manager immediately if you feel there may be a bullying problem.
- Watch out for signs of stress in your child – headaches, sore stomachs, reluctance to come to after schools – they can be indications that all is not well.
- Investigate if toys/ money start to go missing.
- Take an active interest in friendships and out-of-school activities.
- Avoid unsupervised exposure to violence on television / videos / computer games. Spend some time discussing the different forms of violence – reality versus fantasy.

Raising Staff Awareness:

Signs which may indicate bullying – The child may:

- Be unwilling to come to nursery
- Become withdrawn
- Start acting out of character, by for example hitting other children
- Develop stomach aches or headaches

Staff need to:-

- Be aware of isolated children and try to involve them in a sympathetic group.
- Keep a watchful eye on 'rough and tumble', to ensure that everyone is enjoying it!
- Never ignore aggressive or bullying behaviour
- When dealing with an act of aggression or bullying it is better to remove the victim from the scene as soon as possible.
- Incidents causing concern must be reported to a manager.
- Try to help children talk through minor incidents – listen to both sides calmly.

How Do We Deal with Bullying?

We follow these procedures when investigating an allegation of bullying in order to ensure consistency in the group.

All incidents are investigated, recorded, discussed and hopefully resolved, and the children involved supported. We try wherever possible to work in partnership with parents/careers to resolve incidents.

We investigate the incident to find out what has happened. We listen to the victim, the bully, and any witnesses and record the incident, and action taken, within the Group.

We deal with the incident if the investigation shows a need for disciplinary action to be taken and record the incident.

We support the victim and work with all concerned to resolve the incident. If a child becomes a persistent bully, we may seek support/advice from outside agencies. E.g. Early Years Team.

## ARRIVAL AND DEPARTURE POLICY

### PRINCIPLE

We understand the importance of a warm and welcoming greeting when leaving your child off at nursery and equally the importance of sharing information when you collect him/her in the evenings.

### STATEMENT OF INTENT

Sleepy Hollow believes that:

- Every parent and child should be greeted in the morning by a member of staff in a professional manner.
- It is important that staff relay the correct information to those collecting children in the evening and appropriate messages are sent via Family during the day.
- Staff will give time in the mornings to those parents who wish to discuss any information about their child such as medicine or how their child is feeling that day.

### PROCEDURE

When parents and children arrive at nursery:

- Parents and children will always be greeted in a friendly manner by a member of staff with whom they are familiar.
- We encourage parents to share important information in the mornings, especially if the child has been unsettled during the night or has been given any medication at home before coming into nursery.
- Children are signed in and out on the Family app.
- We encourage all our parents to assist their child/children with hanging up their coat or putting any belongs in their individual basket before leaving the nursery. This may help with your child's belongings not getting swapped or mixed up with someone else's. This can also be a good idea to help your child prepare for attending school.
- We stress to all our parents or visitors in the nursery to take into consideration the nurseries health and safety policy when coming in and out. The outside gate, front door and stair gates must be closed securely after each person.

### When leaving the nursery in the evenings:

- We will only let your child leave with another person when we have written consent on Family or the names and security password is display on the enrolment form. Without any of this information we are unable to let any child leave the nursery.
- All the current information must be given to parents when leaving the nursery such as how he/she has been throughout the day. There may be other important things to discuss when collecting your child especially if he/she has had medicine during the day or if there is an accident form to sign. We encourage parents to take the time to sign any additional information as it is a vital part of the nurseries record keeping.
- Staff will help to gather the child's belongings to ensure that everything which requires taken home is done so, especially those little comfort toys and art work.
- We do stress that on each evening or anytime of the day when leaving the nursery that your child is always beside you or holding hands especially going through the car park.
- Any parent running late must inform staff so your children can be reassured that you are on your way. A late collection fee of £5 per 15 minutes will be enforced by staff. This is paid directly to staff in the unit and not to Sleepy Hollow. Staff are to report to the Manager if a parent is consistently late to collect their child.
- If we notice children arriving or departing who, for example, aren't using age appropriate child car seats, car seat belts, aren't dressed appropriately for the season (e.g. No winter coat) we will highlight this as a concern to the adult dropping off/picking up. We are duty bound to do so as Early Years professionals to address any such concerns.

## BABYSITTING POLICY

### PRINCIPLE

At Sleepy Hollow Group we do not provide a babysitting service outside of our normal operating hours. However, we understand that parents sometimes ask nursery staff to babysit for their children and this policy has been implemented to clarify some points regarding private arrangements between staff and parents.

- Sleepy Hollow Group is not responsible for any private arrangements or agreements made between staff members and parents.

## CCTV AND SECURITY OF SETTING

*'combines both policies'*

### PRINCIPLE

The overall aim is to provide a safer and more secure environment for the benefit of children, parents and staff.

### STATEMENT OF INTENT

The Nursery recognizes the importance of providing and maintaining a safe environment for the children, parents and staff members at Sleepy Hollow Day Nursery. CCTV is in operation within most of the play rooms, common areas, kitchen, playgrounds and front car park.

CCTV also ensures a greater security of the premises whilst not in use and the nursery equipment.

### PROCEDURE

Notices are permanently displayed at the front door to indicate that a CCTV monitoring system is in place.

The CCTV cameras monitor the exterior of the building continuously, but parents and staff must be aware that Sleepy Hollow cannot be held responsible for any loss or accidents outside of nursery which includes the car park area.

Only management have the password able to review CCTV footage. Parents will be able to review footage of their child only in the event of an accident or event which may have occurred in nursery, providing no other children is involved.

CCTV footage will only be recorded onto a hard copy in the case of an accident or staff concern. This footage will be deleted when deemed no longer required, or in the event of an accident it will be kept for the duration as is stipulated on our Accident Policy.

Staff members must be aware that any incident of malpractice seen through the CCTV monitor may be used as evidence in a disciplinary procedure. All new staff members will be informed of the CCTV operation during their induction.

If all parties involved are in agreement, any examples of 'good practice' may be shared with other staff members for training purposes.

### Security

All external doors will be kept closed at all times. Parents can only gain access via the front doors. There is a release button adjacent to the nursery front door for entrance and exit.

Parents and visitors can only gain access through a door bell buzzer and will be greeted by a staff member. Staff who are not familiar with the parent must ask for ID and check permissions with management.

Parents and staff must ensure that all gates both at the top and bottom of stairs are closed and that the front door is securely closed when leaving. Parents must accept this responsibility for the safety of the children in the setting.

The key pad code allowing access to the premises is for staff use only and this code will be changed every six months for security reasons or earlier if deemed necessary by the directors or management.

Any visitors to the setting will be required to sign themselves in and out of the setting stating their arrival/exit time as well as the nature of their visit.

Any visitors who will be interacting with children i.e. photographers, providers of extracurricular activities such as music, dance classes who will be directly interacting with children will be required to provide a copy of their Access NI to nursery.



## CHILD BITING POLICY

### Principle

It is recognised that biting can be a natural part of some children's development, particularly for some children under three years of age. Children have limited use of language and may resort to biting as a quick method of expressing feelings and wants. It may be a direct reaction to frustration, a means of persuading another child to give them something that they want, or simply a way of gaining an adult's attention.

It is understood that biting can be very distressing for parents/guardians. Biting is an emotive issue but should be managed and responded to in the same way as other forms of aggression, efficiently and effectively, considering the needs of all involved, also considering the child's age and developmental level.

It is inevitable that biting will occur in a group care environment given that statistics state that one in ten toddlers and two-year olds bite.

### Statement of intent

Sleepy Hollow believes that

- Children have the right to be safe in a childcare setting;
- Parents/guardians have the right to know that in the event of a child being bitten that the bite will be treated with appropriate first aid;
- Accident forms will be completed and signed by the parents of the child who has been bitten;
- The parents of the child who has bitten will be informed of the incident;
- The children (both the child who has bitten and child who has been bitten), and their families will be supported;
- The information regarding both children will be kept confidential;
- Support will be sought from our health visitor if the behaviour is ongoing, following our attempts to prevent reoccurrences;
- No child will be excluded from Sleepy Hollow because of biting.

### Procedure

#### When a child bites another child

- We intervene immediately, comfort the child who was bitten, and apply first aid. If the skin is broken; the wound is washed with warm water. An ice pack or cool cloth is applied to prevent swelling. If the skin has not been broken, we will apply arnica cream to reduce the bruising. We will ensure that all our attention is directed to the child who has been bitten.
- We will then talk briefly to the child who bit. The tone of voice and facial expression should demonstrate to the child that biting is not acceptable. The child should be encouraged to help the child they have bitten by getting the ice pack, and they will be encouraged to apologise and comfort the other child.
- An accident form should be completed and both parents should be informed on the day of the incident or as soon as possible.
- A biting incident form/observation should also be completed for our records. This form is used to record a three-step approach to the incident. Please find attached a copy of this form.

- Where and when the biting happened, who was involved, what the activities were going on at the time, the time of day etc.
- If it is a repeated incident, is there a pattern to the situations i.e. place, times or other children present. Have there been any changes in the child's health, family or home situation which might affect his/her behaviour.
- Adapt the environment, to prevent reoccurrence as a result of the observation.

When biting continues after several weeks

- A more detailed program of intervention will take place.
- A meeting will be arranged with the parents to discuss possible reasons and a plan of action to change the biting behaviour.
- Assign a member of staff to work closely with the child and to carry out daily observations on a detailed basis.
- When the child bites the procedures as laid out above should be followed and the child should be removed from the area or the activity where the biting took place for a suitable amount of time appropriate to the age of the child.
- If the biting consists for a prolonged period, then help will be sought from the child's health visitor in conjunction with the link social workers in the Early Years Team.

A child who bites repeatedly will not benefit from expulsion from the nursery as this only removes the child and does not address the problem. Expulsion will never be a result of biting.

Biting can be an uncomfortable issue for all parents concerned. Parents of a child who is bitten are often outraged and angry and the parents of the biter may feel embarrassed and frustrated. We therefore ask for your support in the event of a child biting or being bitten and hope you will understand the need for our policy and procedure which are to safeguard the interest of all those concerned. Parents should be reassured that we treat this matter most seriously but also that in our many years of experience in dealing with such situations that we find that most children do grow out of this unfortunate habit.

## CHILD OBSERVATIONS

### Principle

To ensure that all children within the nursery are gaining learning potentials and experience through planned play opportunities we will carry out observations to gain a greater understanding of the stage of development which the children within our care is at. Individual observations are also carried out on a regular basis. We will record significant events which we observe a child undertaking. An example of this may be when a child starts to feed him/her self therefore promoting their personal skills and abilities. This will be recorded on the Family app. Another main purpose of observation is to assist with the curriculum plans. By gaining an awareness of a child's stage of development this enables the early year's workers to plan, implement and evaluate the play within the room. By doing so we can help extend the child's holistic development. The curriculum plans and observations are very closely linked and go hand in hand with each other to promote a stimulating and rich play environment.

### Statement of intent

We at Sleepy believe that

- Every child within our care must have the opportunity to develop to their full potential.
- Each child is treated as an individual and must be given time to build on their abilities and skills.
- Staff must know and understand the developmental level of the children within their care.
- A child with special needs may have alternative milestones to meet and we will work closely with other professionals who are also involved with the child to help meet these. Refer to Children with Special Needs Policy for more information.
- Observations within Sleepy Hollow are an essential part of a child's development and curriculum planning.
- These are recorded as factual information therefore exactly what is observed.
- All children in nursery are allocated a keyworker who will have responsibility of ensuring that their child's observation files are up to date.

### Procedure

- Parents are informed of our observation procedures at settling in stage (see settling in policy)
- Each child who attends Sleepy Hollow between the ages of 0-5years will have observation carried out to ensure that all they are meeting the appropriate developmental milestones whilst at nursery. We currently use 'Family' app for recording our observations.
- We do not carry these types of observations with our after-school children. Instead the groups development is looked at as a whole and we use planning and evaluation sheets as recommended by Playboard.
- The room staff will carry out observations when certain aspects of the children's development are observed.
- We take this process over a period to ensure that we can build on the child's abilities.
- If we have any concerns about an individual child, we will share this information with the parents and draw up an individual play plan to help the child achieve to their full potential. We will work with outside healthcare professionals, with parental consent, if need be in the occasion where we feel children aren't meeting expected milestones.
- On our enrolment forms parents can consent to observations being carried out within nursery.
- If parents have any concerns about their child being observed in nursery, please come and speak to management. These observations will be kept confidential and are essential for monitoring your child's development.
- Parents can see all observations on the Family app.
- Staff also give parents an up to date account of their child's achievements whilst at nursery.
- All records and information which are kept on the children within our care are confidential and never shown to other parents or visits. The Early Years team from the Northern Health and Social Care Trust may wish to view these during our annual inspection.

CHILDREN WHO REQUIRE ADDITIONAL SUPPORT POLICY  
'Additional Needs'

PRINCIPLE

Each child within the setting develops and grows at their own pace. Some children may require additional support or a specific care plan to be put in place. Therefore, to enable the care environment to become a more inclusive place for all, we endeavour to follow four main general principles of the UN Convention on the Rights of the Child (1992). These principles apply to all children within the setting, (1) Non-discrimination, (2) The best interest of the child, (3) The right to life, survival development and (4) The voice of the child. By upholding these principles, we aim to adopt our care environment to promote holistic development and well-being for all children.

STATEMENT OF INTENT

We at Sleepy Hollow believe

- As early years workers it is our duty to help assist and support a child with a disability or impairment.
- Great importance is placed on collaboration work with parents and other professional involved with the child.
- We strongly believe in 'See the ability not the disability' (UNICEF)

PROCEDURE

- Before children attend the nursery, parents are asked to complete an enrolment form which includes question relating to children with additional needs. An appointment will be made for parents to visit and discuss in more depth their child's individual needs and for to decide if the day nursery can provide the best care for their child. The child's health workers will be invited to attend this meeting to provide support and offer their opinion as to whether the setting can meet the needs of the child.
- Once this is received and completed it helps the nursery manager to have an awareness of specific support or assistance that may need put into place.
- An appointment will be made for parents to come in and discuss their child's individual needs.
- Every child within the setting is assigned to a member of staff. For a child who requires specific arrangements to be put in place, this will be carried out by the said member of staff.
- If the setting can avail of training to help provide a higher level of awareness about a child's condition, then we will do so.
- Before a family begins their placement, they are involved in settling in process. This is a good opportunity for parents and careers to complete a detailed care plan.
- If families have other professionals involved in their child's care, they are also invited into the setting to help assist with the holistic development of the child.
- If medication is required to be given to the child on a regular basis a consent form before the child's placement begins at nursery must be signed. Any medicine will be given by the room staff or the nursery manager on his/her absence. Training may also be required for specific medication.
- If concerns arise about a child whilst he/she is already enrolled in the setting, this is referred on to the nursery manager. He/she will discuss this in detail with staff, look at recorded observations and continue to observe and record. The nursery manager will inform parents of their observations and the appropriate steps will be taken or specific strategies put in place.
- It is good practice to ensure that both parents and nursery staff have a good communication relationship to ensure the child is

happy, content and their needs being met.

## CHILD PROTECTION POLICY

*'Reporting adverse and untoward incidents and safeguarding and child protection'*

### Principle

Sleepy Hollow Group is committed to safeguarding the welfare of all children by protecting them from physical, sexual and emotional harm. The welfare of the children in our care is of paramount importance.

### Statement of intent

It is important that staff make themselves aware of the Child Protection Handbook issued by the Health & Social Services Trust, which is available for all staff to consult.

Our policy is to ensure that children are never placed in risk whilst in the charge of our staff. Our staff to be vigilant about the signs of abuse and how to respond to any disclosure.

All of our staff are vetted and cleared through HSCT early years team and undergo an induction program which includes a staff handbook and sign copies of all of our policies. Employment is always subject to a probationary period and staff are not confirmed in their post until a satisfactory period is reached. All staff are encouraged to participate in training on Child Protection regularly.

### Procedures

#### Staff Code of Conduct

At times it is necessary for staff to carry out tasks of a personal nature due to the age of the child in our care. In order to safeguard both staff and children the following code of conduct must always be adhered to.

- A minimum of 2 adults will always be present in each of the childcare facilities;
- When taking children to the toilet you must inform your room colleague how many children you are taking with you to the toilet;
- Trained vetted permanent staff are only permitted to accompany children to the toilet;
- Written permission is request from parents to change children's clothes;
- When toileting or adjusting clothing, children are encouraged to do things for themselves
- If children need changed, this will be done discreetly but within sight of other adults.

#### Suspected abuse

It is our duty to be aware of the signs and symptoms of abuse. There are several different types of abuse, five of the most common are

Neglect	Actual, persistent or significant neglect of a child or the failure to protect a child from exposure to any kind of danger, including cold and hunger.
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Physical	The actual or likely physical injury to a child, or wilful neglectful failure to prevent physical injury or suffering to a child.
Sexual	The actual or likely sexual exploitation of a child. The involvement of children and adolescents in sexual activities they do not comprehend.
Emotional	The actual or likely persistent or significant emotional ill treatment or rejection, resulting in severe adverse effects on the emotional, physical and/or behavioural development of a child.
Exploitation	When a child or young person is exploited they're given things, like gifts, drugs, money, status and affection, in exchange for performing sexual activities. Children and young people are often tricked into believing they're in a loving and consensual relationship. This is called <u>grooming</u> . They may trust their abuser and not understand that they're being abused.

Even for those experienced in working with child abuse it is not always easy to recognise a situation where abuse may occur or has already taken place. It is important to recognise therefore that under the Children's (NI) Order 1995 the Department of Health & Social Services have a statutory duty to ensure the welfare of a child. The onus on Sleepy Hollow is to provide a safe environment by employing people who are suitable for working with children and by having effective procedures for reporting any suspicions through their own structures to the relevant Gateway Services.

Indications that a child may be abused include:-

- Unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to injuries;
- An injury for which the explanation seems inconsistent;
- The child describes what appears to be an abusive act;
- Someone else – child, or adult, expressing concern about the welfare of another child;
- Unexplained changes in behaviour over time, e.g. Becoming quiet, withdrawn or displaying sudden bursts of temper
- Inappropriate sexual awareness;
- Engagement in sexually explicit behaviour in games;
- Distrust of adults, particularly those with whom a close relationship will normally be expected
- Difficulty in making friends
- Prevented from socialising with other children
- Loss of weight for no apparent reason
- Increasingly dirty appearance

This list is not exhaustive, but any staff member who works closely with a child in their group are trained so should be able to pick up on any changes to a child in their care and have a duty of care to act on their concerns.

It is inappropriate for Sleepy Hollow to inform parents of suspected abuse because:-

- It may put the child at greater risk if it is a family member who is abusing the child;
- Social Services will have the opportunity to assess possible risk to the risk when they inform the parents
- Social services can ensure that the child is protected or removed if necessary, when the parents are informed.

Reporting procedures

Staff must report any concerns to one of the groups Designated Safeguarding Children's Officers (DSO)

Bronagh Creery (Director)

02890941695 / 07920111417

Diane Koplewsky (Director)

02890941695 / 07872019888

Dee Edwards (Regional Manager) 07908538401  
Lorna Mulholland (Nursery Manager) 02894453976 ext 1

The Designated Officer will then contact the appropriate link social worker in Gateway Services. GATEWAY SERVICES (see below)

Northern Trust Units  
Referral Number 0300 1234 333  
Single Point of Entry Team 028 9442 4459  
Northern Trust – Early Years Team 028 2563 5111  
Regional Emergency Social Work Services (02895 049999)

The role of the DSO is to :-

- Receive and record information from anyone who has concerns;
- Assess the information promptly and carefully, clarifying or obtaining more information when they need to;
- Consult initially with a statutory child protection agency, to talk about any doubts;
- Make a form referral to a statutory child protection agency or the police.

It is important to know how to react to a child's disclosure of abuse:-

- Listen
- Stay calm
- Reassure, but remember not to ask leading questions and do not keep asking the child to repeat
- Record
- Report to the manager immediately – do not delay

Always remember:-

- Never agree to keep a secret with the child
- Never buy the children gifts as a means of building a relationship or trust
- Never show disgust when the child is telling you something
- Do not smother a child with care and attention – empathy rather than sympathy
- Always convey admiration/praise to the child for telling you
- Always act on what a child has told you
- Always explain and reassure the child what is going to happen next.

Record

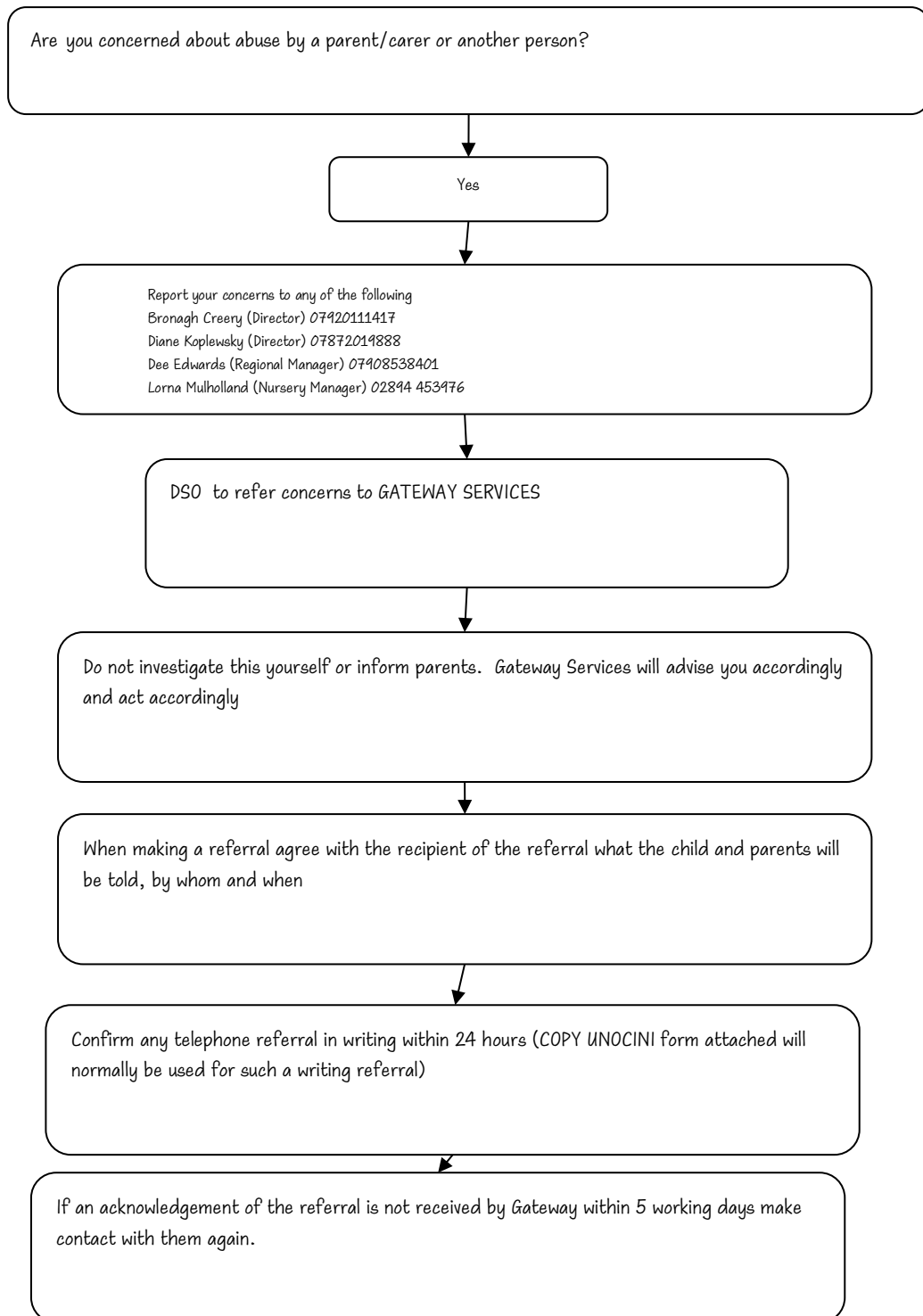
Use the incident report in your accident manual to record all relevant details and keep a written statement of all events surrounding the incident.

#### *Allegations against staff*

- Sleepy Hollow ensures that all parents know the complaints policy if they have concerns regarding the behaviour or actions of staff/students/trainees/volunteers within the setting;
- Sleepy Hollow will follow the guidance of the HSC Trust when responding to any complaint that a parent/carer has put forward
- Sleepy Hollow will respond to any disclosure by children or staff that abuse by a member of staff, student/trainee/volunteer within the setting, by first recording the details of any such incident
- Management will refer any such complaint immediately to the Gateway team and the link social worker to investigate. Sleepy Hollow is aware that it is an offence not to do this.
- The Management of Sleepy Hollow will co-operate fully with any investigation carried out by the Gateway Team/Early Years Team.
- Where the management team and the HSC Trust agree it is appropriate in the circumstance, management will suspend the member of staff/volunteer/student/trainee for the duration of the investigation. This is not an indication of admission that the alleged incident has taken place but is to protect the staff as well as the children and families throughout the process.
- If the allegation is about Directors of the Company or a DSO then they will stay away from any of the premises until such allegations have been thoroughly investigated following the same steps as above. It will be another of the DSO's who will oversee the reporting of any such allegations.

THIS FLOW CHART SHOWS THE REPORTING PROCEDURE WHICH WILL BE FOLLOWED IF A STAFF MEMBER IS CONCERNED ABOUT ABUSE FROM A PARENT/CARER OR ANOTHER PERSON TO WHOM A CHILD MAY HAVE COME INTO CONTACT WITH.





As these procedures show, any disclosure should be recorded, dated any relevant information added and this should be kept in a confidential file.

It is important to do this as soon as possible and as accurately as possible as it may be necessary to provide information to other professionals about child abuse and it may need to be used later for example, in a legal matter.

In accordance with our confidentiality policy, any relating to a child's safety is kept in a confidential file and not discussed within the group (any information given would be on a need to know basis) except with key staff in child's room. In order to decide whether it is appropriate to share confidential information one should consider the following relevant factors:-

- What is the purpose of the disclosure?
- What is the nature and the extent of the information to be disclosed?
- To whom is the disclosure to be made (and is the recipient under a duty to treat the material as confidential)?
- Is the proposed disclosure a proportionate response to the need to safeguard the well-being of a child to whom the confidential information relates?

The person designated with dealing with suspected abuse should be informed at once and this person decides whether there are grounds for involving the statutory sectors.

If a member of staff is not happy with the way the matter has been dealt with, they should make a complaint following the company complaints procedure.

## CLIENTS WHO ARE COLLEAGUES

### Guidance document

#### PRINCIPLE

Sleepy Hollow Group staff members can avail of the same affordable childcare as all clients. This guidance document is intended to ensure a professional relationship is maintained between staff and clients who work within the setting.

#### STATEMENT OF INTENT

Sleepy Hollow believes that

- All children within the setting must be given the appropriate time to explore and investigate their new environment.
- Both child and parent should feel comfortable and relaxed when at nursery.

#### PROCEDURE

- Staff members bringing their children to work are to have ample settling in time arranged prior to their start date. These settling in times will be arranged between staff member and management, and staff induction can be carried out during the final settling in days.
- Staff members should not work with their own children unless there is absolutely no other alternative (e.g. cases of unexpected absence where this is unavoidable).
- Client colleagues and members of staff are to maintain a professional relationship with mutual respect for each other's role.
- Members of staff must ensure that accident and sickness protocols are followed with colleagues' children as they would with all other children within the setting.
- Client colleagues wishing to pass messages on or check in on their child are permitted to use the phones in each room to phone through and speak to room staff instead of going in to their child's playroom in order to minimise the risk of upsetting their child.
- Staff are reminded to adhere to the confidentiality policy at all times with regards to passing messages on.
- All staff are reminded that all Sleepy Hollow Group policies refer to all clients within the setting, irrespective of whether or not they are colleagues.
- Client colleagues are able to check on their child during lunch breaks via the Family online system, and may use the office tablet in order to do so if they are unable to get online.
- Client colleagues are reminded to respect staff personal break times and must keep to a professional relationship during these times.

It is important to remember that the day to day running of the setting and all management decisions have to be adhered to at all times.

## Cloth Policy

In a bid to become more sustainable and eco-friendlier we have now moved away from using disposable paper towels in favour of reusable cotton cloths for all hand washing and drying and cleaning.

- White cotton cloths are used for face and hand washing and drying.
- Red microfibre cloths are used for all bathrooms, toilets and nappy room.
- Blue microfibre cloths are for general cleaning purposes.
- Yellow microfibre cloths are used in our kitchen area.

Using different colours for different areas reduces the risk of cross contamination and all our cloths are thoroughly washed at 90° C,

Statement of Purpose:

Sleepy Hollow is on a mission to become more environmentally friendly.

- We are using more and more recycled materials.
- We are mindful about single use products and plastics.
- We are committing to buy fair trade produce.

CONFIDENTIALITY POLICY  
'including Management of Records'

Principle

We hold a high standard of confidentiality for children, parents and staff. We understand that the information which is given and recorded within the setting is private and personal to those whom it relates to. Staff within the nursery understand the importance of confidentiality and any information which is given to them must be held in the strictest confidence.

Statement of intent

Sleepy Hollow believes that

- Parents can access their children's records on request at any time.
- All children's details and information are kept confidential.
- All information which is held relating to children, parents and staff is done so under the guidelines of the Data Protection Act 1998, please refer to this policy for more information.
- No information relating to children or staff should be discussed outside the setting unless they have a professional relationship with that setting and we are legally required to share such information.

Procedures

- All children and staff within the setting will be required to have personal written information about them which is kept within the nursery.
- The records held within the setting are kept in the office which is security locked with a key code entry system – only managers have access to the locked office.
- This topic is always discussed at staff meetings to raise the awareness of the importance of confidentiality.
- If at any time the staff within the setting has breached the confidentiality policy this will result in disciplinary action which is stated on each staff member's employment contract.
- All written nursery records must be kept in a secure storage for 7 years from the date the child leaves the groups care. After this time all records can be shredded. Records relating to individual children are kept until that child will have reached 21 years of age.
- There is one exception to this policy where the nursery staff and management have concerns about a child's welfare (refer to child protection policy) or if there is a medical emergency, in which case we are required to share the relevant information with the appropriate parties involved.
- Any other information which may be requested from the setting such as development reports for primary or pre-schools will be passed on to the parents, in which case they are able to then pass it on to the school.

## CONSENT POLICY

### Principles

Safety concerns safeguarding children, young people and staff in the digital world and beyond. Technology is an important part of everyday life and so e-safety focuses on learning to understand and use technology in a positive and safe way. Similarly, consent is important for other areas such as administration of sun cream, medicines, trips, child observations, first Aid, Intimate care, administering medication, Animals, Transport, Personal details, Sharing information with other bodies, e.g. Social Services.

### Policy Statement of Intent

Sleepy Hollow believes that consent is important to ensure that we are working in partnership with parents, obliging on parents' wishes and requests and working within the legal context of The Children's Order (1978) at all times.

### Procedures

There are separate policies covering consent in the following areas :-

- Admission Policy
- Confidentiality Policy
- Data Protection Policy
- Health and Safety Policy
- ICT and Multi Media Policy
- Intimate/Personal Care Policy
- Medical Administration Policy
- Observation/Record-Keeping and Assessment Policy
- Outings and Community Links Policy
- Partnership with Parents/Carers Policy
- Safeguarding Children/Child Protection Policy
- Security Policy
- Sleep and Rest Policy

We also have a contract for parents when joining Sleepy Hollow (attached) where we ask parents for consent on various matters as well. There is also consent sought on children's enrolment forms.

COMPLAINTS AND COMMENTS POLICY  
'Complaints'

Principle

We are fully committed to high quality care within the setting. To maintain and ensure these standards staff will work together with, parents and other professional within the childcare or early years field, sharing information and ideas to promote the quality of care in the nursery.

Statement of intent

Sleepy Hollow believes

- Parents / Carers views and opinions are valued and acted upon when necessary.
- We value and respect the children's views and opinions, again acting upon when necessary.
- We understand and appreciate the advice and guidance which is offered to the setting from outside professionals.
- We are committed to working in partnership with parents / carers.

Procedures

- A comments box is in the main hallway of the nursery, this ensures parents have the opportunity to express any comments which they may have on an anonymous basis.
- All comments or complaints within the nursery are dealt with confidentially.
- If a parent / carer feels that they have a concern which they feel needs to be raised or addressed, they must inform the nursery manager immediately. In the absence of the nursery manager, parents / carers can speak to the deputy in charge.
- A meeting will be arranged immediately between the manager and parents / carers.
- Before this commences all relevant information relating to the complaint will be gathered.
- During the meeting parents / carers will be able to express their concerns with the nursery manager.
- At this stage their complaint or concern will try to be resolved.
- If the parent / carers feel that the complaint has been resolved, then a report will be written up and placed in the incident report file and no further action will be taken.
- If a resolution cannot be reached, we will encourage the complaint be put in writing.
- Once the written complaint has been received from the parent / carer an independent member of the management team will begin an investigation into the matter.
- This will be carried out and dealt with within a short timescale to ensure that the matter is quickly and promptly resolved, in any event before five working days of the complaint being received.
- If after this investigation parents / carers still have concerns they will be encouraged to contact the registering body below.

Northern Health and Social Care Trust  
Early Years Team  
Ballymena North Business Centre  
120 Cushendall Road  
Ballymena  
BT43 6HB

Parents have the right to contact the Early Years Team at any Stage.

Telephone:- 028 2563 5111

We will complete complaints form and ask parents to sign that they agree the steps that have been taken are accurately recorded and to sign to state whether or not they agree with the outcome of the complaint. If they do not agree with the outcome, then we will pass this on to the Early Years Team

\*See below for flow chart showing complaints procedure.



## Sleepy Hollow – Complaints Procedure

- Stage One                      Have you any concerns about Sleepy Hollow or your child's care whilst in Sleepy Hollow
- If yes – please proceed to next stage*
- Stage Two                      Report your concerns to the Nursery or Unit Manager
- If yes – please proceed to next stage*
- Stage Three                    Manager will arrange to meet with you to discuss these concerns as soon as is practically possible
- If yes – please proceed to next stage*
- Stage Four                    If you are unhappy with the outcome of the meeting with the Manager then a further meeting can be arranged with any of the Company Directors.
- If yes – please proceed to next stage*
- Stage Five                    If you remain unhappy with the investigation into your complaint, then please contact:

Northern HSC Trust  
Early Years Team  
028 2563 5111  
Raphael House  
11b Fenaghy Road  
Galgorm  
BT42 1HW

Note you can contact Early Years at any point with any concerns you do not have to wait to raise these with any member of Sleepy Hollow Management

**\*\***If your complaint is about a manager, speak directly with any of the Directors (Diane Koplewsky or Bronagh Creery). If they are not able to resolve your issue, you then refer on to the Early years Team (See details above). This flow chart applies to parents, staff, carers or anyone who comes into contact with our settings.**\*\***



COMPLAINT – SUMMARY REPORT FORM

This form will be completed and forwarded to the next stage of the process where:

- a complaint has not been resolved at the current stage or
- the complainant has taken the complaint to the Early Years Team of the local HSC Trust

Sleepy Hollow Section	
Name of Parent or Complainant	
Childs Name if applicable (initials only)	
Unit Name	
Name of member/s of Sleepy Hollow Staff dealing with the complaint	
Was the complaint informal or formal	
Summary of the Complaint	
Summary of the Investigation (attach an appropriate documentation).	
Summary of outcomes, including an explanation of why it was not possible to resolve the complaint if that was the case	
Signed (Sleepy Hollow Senior Manager)	
Complainant Section	
Was this matter resolved to your satisfaction	Yes/No
If No please advise what action you would have required for this to be completed to your satisfaction	
Please sign to confirm you are aware that you can complain at any stage to the Early Years Team in the HSCT as listed on the complaint's procedure. Signed Complainant	

## CONSENTS

### Principle

Sleepy Hollow has a comprehensive enrolment form which lists parental consents and vital information required as childcare providers.

Sleepy Hollow feel that from time to time additional consents may be required

### Procedure

All children at Sleepy Hollow have an enrolment form including consents, which form the basis of a contract between parents and nursery.

Consents on enrolment forms are held for local walks, outings, attending emergency department or doctors in case of emergency, photographs, press release, observations, Calpol, toileting and intimate care, nursery vehicles and application of arnica, sudocream or sun cream.

Additional consents will be required for visits outside or some visits from outside professionals into nursery

Additional consents will be required from time to time should management deem it necessary.

## CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH) POLICY

### Principle

We wish to protect everyone in our setting against risks to their health from hazardous substances arising from a work activity.

### Statement of intent

Sleepy Hollow believes that:

- Employees should be aware of the hazards of the products they use, always read the manufacturer's instructions on the labelling;
- All substances should be locked away in a secure cupboard
- Only antibacterial spray (which states on the label or packaging that it kills germs to 99.9%) and Milton solution can be used in the room.

### Procedures

- All cleaning equipment must be stored in the cleaning cupboard in the hallway which is always kept locked.
- A data sheet is kept in the office with all substances which are stored in the cupboard.
- COSHH substances are the responsibility of Nursery Managers and the cleaner who will use such products when the building is closed to the public.
-

## CURRICULUM PLANNING

### Principle

It is well known in the early year's sector that children learn through play. Play is vital for a child's development, to ensure they achieve and reach their full potential. Through curriculum planning adults are able to ensure that children are provided with a wide range of learning opportunities and experiences to enhance their abilities and skills.

### Statement of Intent

#### Sleepy Hollow believes

- Every child has a right to play and learn.
- Children are provided with time, space and a stimulating environment to develop in.
- Every child is an individual and learns through the planned programmes and curriculum at their own pace.
- Indoors and outdoor play is of equal importance.
- Individual play plans are necessary when planning for a child's individual needs.
- Evaluation methods are essential after planned activities to ensure that the children have gained the most from the learning experience.
- Children have the right of freedom of choice and this is always planned for within the activities provided.

### Procedure

#### Early childhood 0-2yrs (following Reggio Inspired Curriculum)

- Children aged 0-2yrs within the nursery have either a planned programme or curriculum plan.
- Room staff design the children's curriculum on a long term, medium term and short-term plan.
- Weekly planning is displayed in the front hallway for parents to see. Daily plans are displayed on each room door to give the parents an awareness of what their child will be involved in during the week.
- The nursery participates in a tailored programme of Early Years Foundation Stage Curriculum, which is inspired primarily through a Reggio ethos but each age group is tailored to meet the needs of each group.
- Parents are actively involved in their child's learning within the nursery. They are encouraged to bring items into the nursery which will enhance their child's learning such as objects for treasure baskets or interest tables.
- If a parent has a skill or ability which would help with the curriculum plan, they are invited into nursery to share the experience with the children.
- Staff must evaluate planned activities to ensure that all the children have benefited from them. This also helps staff to recognise how we can extend the children's subsequent learning.
- The Management Team is assigned to the sector of curriculum plans and ensuring their implementation. This is to ensure that the children are receiving excellent learning opportunities.
- The nursery works alongside Early Years who provides help support and guidance.

#### Eager and Able to Learn Programme 2-3 yr. old group

The purpose of the eager and able to learn programme is to advance children's development across a broad range of areas which include:

- Language and Communication
- Cognition and Problem Solving
- Social Emotional behaviours

- Increase involvement/concentration
- Movement development
- The programme is based on exploring play through whole body learning experiences
- The programme outlines 15 whole body learning experiences which happen both indoor and outdoor.
- It follows three types of development : cross lateral; vestibular development and proprioceptive development.
- Each area of development is incorporated into a two-week rolling programme.
- Details plans and Eager and Able to Learn Manual are available on site for parents or professionals to view.
- Our programme is run from Tuesday-Friday each week at a minimal cost of £30.00 per child. This is run from our neighbouring school Crumlin Integrated Primary School.

#### Curricular Guidance for Pre-School Education 3-5yrs

- This curriculum is carried out with children aged 3 – 5 yrs.
- This is a Northern Ireland designed curriculum leading children into the foundation stage of the revised curriculum.
- Therefore, if a child within the nursery does not attend an education pre-school setting, they will be receiving the vital development for primary one through the nursery implementation of the curricular guidance for pre-school education.
- This curriculum includes six main developmental areas in which the early years staff will plan for.
- Plans are carried out on a long-term and short-term basis please see attached.
- Individual observations of children's development will assist with the curriculum plans.
- Parents are encouraged to become involved with ideas for activities, assisting on trips, bringing in objects or anyway which they feel could be of benefit to the children's learning potentials.
- All staff members are involved in the curriculum plans and this is then overseen by the Management Team.
- We understand that a majority of children within our care attend a separate pre-school educational setting therefore are plans are flexible to assist with not over loading children with too much information and structure.”

Planning is carried out on a long term, medium term and short-term basis.

- Long term planning is an overall list for the year, outlining the main themes/topics which will be focused on each month. This rotates on a three-year programme. It will be reviewed at the end of the three-year development plan for nursery.
- Medium term planning is carried out monthly. It looks at the topics to be covered that month and outlines how they are spread across the different areas of learning. Additional cultural topics are added at this point e.g.: Diwali, Thanksgiving etc and brought into the “Knowledge and Understanding of the World/The World Around Us” areas.
- Short term planning is carried out weekly. It breaks down the themes for each month into activities based around children's developmental milestones.

#### Afterschools

- We do not follow a learning-based curriculum for afterschool's children in line with Playboard guidance
- It is our belief that children are in a learning-based environment whilst in school and whilst we believe in following a varied play programme, we will not be trying to meet learning outcomes. Play will be fun based and not to target based.
- We follow the Playwork principles and base our play around the 16 different play types (Bob Hughes) below

#### Play Types

There are acknowledged to be a number of different play types (around 16) which provide playworkers, managers and trainers with a common language for describing play. There are in no particular order.

1. Symbolic Play – play which allows control, gradual exploration and increased understanding without the risk of being out of depth e.g. using a piece of wood to symbolise a person or an object, or a piece of string to symbolise a wedding ring.
2. Rough and Tumble Play – close encounter play which is less to do with fighting and more to do with touching, tickling, gauging relative strength. Discovering physical flexibility and the exhilaration of display. This type of play allows children to participate in physical contact that doesn't involve or result in someone being hurt. This type of play can use up lots of energy.
3. Socio-dramatic Play – the enactment of real and potential experiences of an intense personal, social, domestic or interpersonal nature e.g. playing at house, going to the shops, being mothers and fathers, organising a meal or even having a row
4. Social Play – play during which the rules and criteria for social engagement and interaction can be revealed, explored and amended. E.g. any social or interactive situation which contains an expectation on all parties that they will abide by the rules or protocols, i.e. games, conversations, making something together.
5. Creative Play – play which allows a new response, the transformation of information, awareness of new connections, with an element of surprise. Allows children to design, explore, try out new ideas and use their imagination. They can use lots of different tools, props, equipment. It can have a beginning and an end, texture and smell. e.g. enjoying creation with a range of materials and tools for its own sake. Self-expression through any medium, making things, changing things.
6. Communication Play – play using words, nuances or gestures e.g. mime / charades, jokes, play acting, mickey taking, singing, whispering, pointing, debate, street slang, poetry, text messages, talking on mobiles / emails/ internet, skipping games, group and ball games.
7. Dramatic Play – play which dramatizes events in which the child is not a direct participator. For example, presentation of a TV show, an event on the street, a religious or festive event, even a funeral.
8. Locomotor Play – movement in any or every direction for its own sake. E.g. chase, tag, hide and seek, tree climbing.
9. Deep Play – play which allows the child to encounter risky or even potentially life-threatening experiences, to develop survival skills and conquer fear. E.g. light fires with matches, make weapons, conquer fear such as heights, snakes, and creepy crawlies. Some find strength they never knew they had to climb obstacles, lift large objects, etc. E.g. leaping onto an aerial runway, riding a bike on a parapet, balancing on a high beam, roller skating, assault course, high jump.
10. Exploratory Play – play to access factual information consisting of manipulative behaviours such as handling, throwing, banging or mouthing objects. E.g. engaging with an object or area and, either by manipulation or movement, assessing its properties, possibilities and content, such as stacking bricks.
11. Fantasy Play – This is the make-believe world of children. This type of play is where the child's imagination gets to run wild. Play, which rearranges the world in the child's way, a way that is unlikely to occur. E.g. playing at being a pilot flying around the world, pretend to be various characters/people, be where ever they want to be, drive a car, become be six feet nothing tall or as tiny as they want to be the list is endless as is a child's imagination.
12. Imaginative Play – play where the conventional rules, which govern the physical world, do not apply. E.g. imagining you are ..., or pretending to be, a tree or ship, or patting a dog, which isn't there.
13. Mastery Play – control of the physical and affective ingredients of the environments. E.g. digging holes, changing the course of streams, constructing shelters, building fires.
14. Object Play – play which uses infinite and interesting sequences of hand-eye manipulations and movements. E.g. examination and novel use of any object e.g. cloth, paintbrush, cup.

15. Role Play – play exploring ways of being, although not normally of an intense personal, social, domestic or interpersonal nature. For example, brushing with a broom, dialling with a telephone, driving a car.

16. Recapitulative Play – play that allows the child to explore ancestry, history, rituals, stories, rhymes, fire and darkness. Enables children to access play of earlier human evolutionary stages.

DIET, NUTRITION AND MENU POLICY  
'Menu Planning and Provision of Food and Drink'

## PRINCIPLES

At Sleepy Hollow we aim to promote and provide a nutritionally well-balanced diet for all the children within the nursery setting. We work alongside the Health Promotion Agency for Northern Ireland and follow specific early years guidelines, Nutrition Matters for the Early Years. (Health Promotion Agency, 2009, updated training in 2013 with revised undated guide). Within these guidelines we design seasonal menus, which are healthy, tasty and enable children to experience a wide range of foods.

## STATEMENT OF INTENT

Sleepy Hollow believes that

- Every child has the right to a well-balanced diet.
- Good nutrition is essential during early childhood. This is also a vital stage for healthy tooth development.
- We respect and understand that children do have dislikes and will provide a healthy alternative.
- To enhance social development and good eating habits we encourage children to eat together around the table. We recognise that young babies may feed on demand therefore their care plan will differ.
- Children should have the opportunity to try foods from different cultures and this will be reflected within the menus.
- Drinking water is available throughout the day for children and milk is given with breakfast and morning snack. Sugar free juice is given on treat days online.

## PROCEDURES

- Daily menu plans are displayed on the notice board in the front hallway. Also on display are four weekly seasonal menus. This enables parents, family and visitors to view on a short- and long-term basis of the food on offer.
- We do not have set seasonal menus that are used each year. Menus are planned from season to season with children's likes and dislikes in mind. This enables the kitchen staff to adopt particular dishes for those children which may have a dietary requirement.
- When planning new menus, we like to get feedback from parents and staff. This gives greater scope for ideas and enables kitchen staff to become more creative with food on offer.
- Snack and lunch are served at specific times each day. Breakfast is served from 7.30am to 9am, lunch from 11.30/45 am followed by pudding and high tea from 3.45. These are general guide times for the kitchen staff. Therefore, if children are hungry in between these times they will be served a healthy option.
- An allergy / dietary requirement list is displayed within the kitchen. The kitchen staff will try their utmost to meet all children's needs within the menus. Parents MUST make all allergies known to nursery on child's enrolment or as soon as parent becomes aware of a child's allergy.
- If a child does have an allergy, we will devise a menu ensuring that we are meeting the needs of the child which we will ask parents to review and sign to indicate consent.
- We advise all parents, visitors and staff that the Day Nursery is a nut free zone. Due to allergies we ask that there is no food brought onto the premises which contain nuts or have nut traces within them.
- We would discourage children bringing sweets or unhealthy snacks into nursery. The setting tries to promote healthy eating throughout all the age groups. If your child becomes hungry at any stage throughout the day, other than main meal and snack time, we will provide them with a healthy snack.



- We enjoy the excitement of children celebrating their birthdays at Sleepy Hollow. For ideas on healthy options for party food please speak with the nursery manager.
- Mothers who are breast feeding are welcome to come in and out of nursery throughout the day to feed their baby.
- For those parents who are weaning their babies we can assist with this developmental stage. The kitchen staff will make alternative food or blend food to meet the correct consistency for the baby at a particular stage.
- To ensure that the nursery is promoting health eating and following up to date information, those involved in the planning and cooking of food will attend regular training.
- Our menus will reflect tastes and dishes from around the world.
- Any staff member within the setting who is preparing food must have obtained a basic food and hygiene certificate and abide with safe food handling procedures.

## DROP OFF AND COLLECTION POLICY

### Principle

We aim to provide a safe and caring environment for children in our care.

### Statement of intent

Sleepy Hollow believes that

- Parents have a responsibility to ensure children are safely left to and collected from Sleepy Hollow

### Procedures

- If children have been given any medication prior to coming to Sleepy Hollow parents should inform a member of staff
- If there is any change to collection of your children on that day or if they require a later pick up from school due to a trip or after school club, parents must inform staff
- If a child has been sent home sick from school, we would ask that parents notify the unit prior to their children's normal school finishing time
- Only those persons designated on your child's enrolment form are permitted to collect your children unless you have given written confirmation of any other arrangement. In such instances we will always ask the person collecting your child for ID. If an ID is not available or in an emergency we will agree a one off unique password with the child's parent prior to collection which must be given to the collector. We stress that our preferred option is ID. All people collecting children must be over 18 years of age, unless of course it's a parent who themselves are under the age of 18.
- We would ask parents to respect the opening and closing times in the unit as we do not carry insurance outside of these times
- If a parent is running late in collecting their child/ren we would ask that they notify the unit in order that we can reassure the child/ren that you are on your way
- Staff will implement a late collection fee of £5 per each fifteen-minute period of lateness. This fee is paid directly to staff in the unit and not to Sleepy Hollow.
- Managers record all instances of late collection will report persistent lateness to the Area Manager after which further action may be taken.
- We feel we have a responsibility to approach a parent if we see a child leaving or arriving into the setting in a vehicle or buggy (for example) where the correct restraints are not used, an inappropriate child seat, or not using a car seat.

## MANAGING EMERGENCIES

### Principle

We aim to have contingency plans in place should an emergency situation ever arise at nursery

### Statement of intent

Sleepy Hollow believes that

- A plan of action is essential for the welfare of all staff and children in the event of an emergency at nursery.
- Trial runs of this emergency plan should be carried out at least annually by staff to ensure that all staff is aware what would happen. This emergency plan would be simulated during a staff meeting in the evening.

### Procedures

Should an emergency arise such as a fire where we must evacuate the nursery and car park staff should

- Follow the fire drill procedure
- Take all of the children to shelter at the B&B. Proceed to contact parents/guardians and ask them to collect their children immediately
- The head of nursery will contact all the required authorities in relation to the emergency, including the owners and our registering body Northern HSC Trust.
- Details of the event will be recorded in our incident file

Should an emergency arise where we have to evacuate the immediate vicinity such as a bomb scare, gas leak, serious accident etc where it would be inadvisable to assemble in the B&B adjacent to nursery then the children should all be taken to Crumlin PS (we hold keys) and the above steps should be followed. All methods of transport should be used in such an emergency to remove the children swiftly from the areas i.e.. Bus, people carrier and buggies.

In the unfortunate event of an accident occurring to a child at nursery, on a trip or in case of an emergency which requires hospital attention then the head of nursery or deputy will contact the child's parents/guardians immediately and then take the child directly to hospital or call for an ambulance, whichever will be quicker or safer.

Parents/Guardians will be expected to meet the staff member and child at the hospital. The staff member will remain with the child, reassuring them and comforting them until the parent/guardian arrives. The staff member will remain there until the parents have been given full and detailed information about the emergency which arose.

Full details of the incident will be recorded and where appropriate the matter will be reported to the Northern HSC Trust and Health & Safety Executive, in accordance with legislative requirements (RIDDOR).

## EMERGENCY CLOSURE POLICY

### Principle

We aim to have contingency plans in place should an emergency situation ever arise at any of our facilities resulting in us having to close our facility

### Procedure

In the event of having to close our facility due to a decision being taken by the school (if based in the school setting), snow, ice, industrial action, contagious illness outbreak or for any other reasonable incident outside the direct control of the company - fees cannot be refunded, nor can the company organise alternative childcare. However, should any such incident be for a prolonged time we will make every effort to recover costs through our insurance policy and if successful will reimburse parents when funds are made available by the insurers.

Your statutory rights will not be affected if the company has in any way been negligent.



EPIDEMIC POLICY  
'Part of Infection, Prevention and Control'

Principle

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

Statement of Intent

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

Procedure

- We ask all parents to inform the Early Childhood/Nursery Manager if their child has been diagnosed with an illness. If further information or guidance is required, we will contact the Public Health Agency Duty Room on 03005550119 for advice.
- We will also contact the Health and Social Care Trust on receipt of this information.
- In terms of exclusion we will follow the trust guidelines.
- Roll calls are carried out daily within the setting and also have time in and out sheet. We also have records of any movement of any children to another room. All of this information is kept on file. Therefore, this enables us to gain a greater understanding of where and who the child has been with each day.
- The Early Childhood Centre/Nursery manager will keep up to date with current information on epidemic illnesses through the Health and Social Care Trust websites and also the Public Health Agency.
- This information will also link with the infection control policy and Illness and Medication policy.

## EQUAL OPPORTUNITIES

### Principle

Sleepy Hollow is committed to ensure the talents and resources of all our employees are utilised in full and that all employees will be recruited and promoted in accordance with these talents. As early years professionals we have an awareness of children's individuality and are able to promote this through care and play, helping him/her to reach their full potential.

### Statement of Intent

Sleepy Hollow believes that

- Everyone at Sleepy Hollow (staff and children) will be treated in the same manner.
- Sleepy hollow will never discriminate on any grounds.
- We commit to learning and nurture from all different cultures, creeds and abilities within our group.

### Procedure

#### Employment

- Our recruitment and selection will be in accordance with our policy.
- We will maintain a neutral working environment in which no employee feels under threat or intimidation because of his/her religious feelings, beliefs, political opinions, race, sexual orientation, marital status, gender or disability.
- We will prohibit the display of flags, emblems, tattoos, jewellery, posters, graffiti, slogans or songs which may be deemed offensive.
- Staff can at any time lodge a grievance in accordance with their terms and conditions of their employment if there is an issue with the afore mentioned.

#### Childcare

- Our facilities are open to all children in accordance with the settings admissions policy.
- Families of children without distinction of nationality, religion or political affiliation shall be eligible for enrolment.
- Staff will encourage parents and carers to become involved by making them feel welcome, by respecting the differences in families, their language and religious cultures and by encouraging them to become involved in their child's early years education in whatever way they can.
- Activities and the use of play equipment will offer children opportunities to develop in an environment free from prejudice and discrimination.
- The response to discriminatory behaviour or remarks amongst children will aim to be sensitive and supportive to the feelings of the victim and to help those responsible to understand and overcome their prejudices.
- Our curriculum and play planning will incorporate multicultural awareness through including the world around us including festivals and food.

## EQUIPMENT AND TOY SELECTION

### Statement of Intent

Sleepy Hollow believes that

- Children will develop new skills and understanding from play which is age appropriate.
- Children will become frustrated if play opportunities are too advanced or too simple for them.
- It is important to select the correct balance of play.

### Procedures

Staff and managers should follow the guidelines below when choosing items for a group.

- Is the toy, play or activity appropriate for the ages and stages of the children's development?
- Does it feature positive images of people, male and female, range of ethnic and cultural groups, with and without disabilities?
- Is it good quality and safe?
- Is it really necessary or required?
- Does it conform to relevant safety standards?
- Does it assist with the curriculum plans such as promoting areas of development?
- Will children enjoy using it and be stimulated?
- Staff should report any broken items to management immediately and where it is possible to remove the item from the playroom immediately.
- Management will either arrange for the item to be repaired or disposed of immediately.
- All staff, unit managers submit a supplies request form monthly in line with planning and otherwise resources are purchased at three set periods in each year (February, Summer – for summer scheme specifically, September)

FIRE DRILL POLICY AND PROCEDURE  
'Includes part of management of Emergencies'

Principle

We aim to ensure that children are always safe in Sleepy Hollow. We ensure that risk of accidents and fires occurring are minimised at all times by good maintenance programs. There are no gas appliances in our setting.

Statement of intent

Sleepy Hollow believes that

- Regular fire drills are important for the safety of all children, staff, parents and visitors.
- All staff will be issued with written instructions on the use of fire safety equipment.
- All firefighting equipment and sensors will be serviced annually by an accredited authority.
- We are in receipt of a fire authority certificate or written clearance.
- We rotationally test fire sounders, emergency lighting and smoke alarms weekly as part of our fire prevention procedures.

Procedure

- After discovering a fire – raise the alarm.
- Dial 999 and report the fire to the emergency services – do not replace the handset until the fire service confirms our address.
- Staff should take registers from their room and lead the children out in an orderly manner exiting out the rear fire exit doors unless the fire prevents otherwise. Staff, children and visitors should assemble at the main Muster Point located at the far end of the bus car park, beside the nursery bins.
- In the event of a fire being at the rear of the nursery, staff/children will exit via the main front door fire exits and assemble at the secondary Muster Point located at the main entrance of the B&B adjacent to nursery. The head of nursery or deputy should immediately check that all areas of the nursery are evacuated including toilets, staff room, baby sleep room and changing room.
- Staff should take their room's roll call with them to the Muster point. Once their children are assembled at the muster point, the room staff will take their room roll call and report back to the deputy or head of nursery when all of their children/room staff have been accounted for.
- The deputy or head of nursery will be responsible for checking with all room staff that all staff, children and any other visitors who may have been in the building are all accounted for.
- Only if it is safe to do so attempt to put out the fire using the appropriate firefighting equipment.
- If it has been a false alarm and it is safe to return to the building, then do so. However, if it is unsafe children can wait at the B&B whilst parents are contacted and then to await collection by their parents/guardians. If it is unsafe to do this the nearest meeting point is Crumlin Primary School where the children can be transported by minibus and await collection, there. Also see emergency policy for more details on this.
- All visitors and trainees must be informed of this policy when entering the building.
- Fire drills will be carried out on a monthly basis. A record made of the date, time and duration of the drill will be noted.
- We will also carry out a fire drill or emergency evacuation at least once annual during a staff meeting when children aren't present to ensure that all members of staff are competent in evacuation procedures.
- All fire alarm points including the main panel and break glass panels will be tested on a weekly basis on a rotation system. Records of the point tested, and date will be recorded.



## FRAUD – MANAGING FRAUD POLICY

### Principle :-

The Company values its reputation for financial probity and reliability. It recognises that over and above any financial damage suffered, fraud may reflect adversely on its image and reputation.

### Procedure :-

The aim within Sleepy Hollow is to limit its exposure to fraud by:-

- Instituting and maintaining cost effective measures and procedures to deter fraud
- Taking firm and vigorous action against any individual or group perpetrating fraud against the Group, its shareholders or its customers.
- Encouraging its employees to be vigilant and to report any suspicion of fraud, providing them with suitable channels of communication and ensuring sensitive information is treated appropriately.
- Rigorously investigating instances of alleged fraud and pursuing perpetrators to seek restitution of any assets fraudulently obtained and the recovery of costs.
- Assisting the police and other appropriate authorities in the investigation and prosecution of those suspected of fraud.

The prevention and reporting of fraud is now the contractual responsibility of all employees throughout the Group and the failure to report suspicions and concerns may result in disciplinary action being taken'

The company also employ a finance manager who has a responsibility to oversee all the financial management and record keeping of the company ensuring compliance of all financial matters . The company also employ Revelation Accountants Limited to complete year end accounts and financial reporting for the company Directors. All company finance records are published in Companies House.

## FUNDRAISING POLICY

### Principle

We aim to help others through fund raising and incorporate this as much as possible within the curriculum planning at nursery.

### Statement of intent

Sleepy Hollow believes that

- Children learn through helping others
- It is not the amount we raise that is important; it is participation and learning which is the focus when fundraising.
- We do not expect parents to sponsor or get sponsorship for each event we run.
- We will limit the charities we raise funds for and the numbers of fundraising activities throughout the year.

### Procedures

- We encourage staff, children and parents to come forward with fundraising suggestions.
- We normally raise funds for charities relating to helping children or to charities which have been of help in the past to our children, parents, families or staff.
- Each event will be co-ordinated by one staff member and all unit leaders should ensure that they incorporate the event into their curriculum planning ensuring that there is learning potential for the children.
- The manager will be ultimately in charge of fundraising but will delegate fundraising activities to individuals or groups to enhance staff contribution to these events.
- Each event will be evaluated to see if we will run the event again in the future.
- We will seek to do a display in the hallway of the event so the children can see afterwards how much they have raised, and photographs where applicable of them participating. (see policy regarding consent for taking photographs.)
- We will not give prizes or name the leading fund raiser in order to avoid competitiveness amongst the children.

## GENERAL DATA PROTECTION REGULATION (including parents' access to records)

### Principle

In order to work effectively Sleepy Hollow needs to gather information about staff, parents, children and professionals involved in the day to day running of the group. By adhering to the policy, we will ensure that data is handled properly and confidentially at all times. Sleepy Hollow is registered with the Information Commissioners Office and this is renewed annually. Certificate of Registration is displayed on our hallway.

The General Data Protection Regulation (GDPR) came into effect on 25<sup>th</sup> May 2018 replacing the current Data Protection Act 1998. It gives individuals greater control over their own personal data.

### Statement of Intent

#### GDPR Principle

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

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

The GDPR provides the following rights for individuals:

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

### Procedure

There are two main roles under the GDPR; the data controller and the data processor. As a childcare provider, we are the data controller. The data is our data that we have collected about the children and their families. We have contracts with other companies

to process data, which makes them the data processor. The two roles have some differences but the Principles of GDPR apply to both. We have a responsibility to ensure that other companies we work with are also GDPR compliant.

#### Lawful basis for processing personal data

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

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

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

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

#### Data retention

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

#### Security

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

#### Privacy notices (appendix)

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

#### Ensuring compliance

The members of staff responsible for ensuring that the setting is compliant are Diane Koplewsky and Bronagh Creery (Company Directors). Their main duties are:

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

#### Data breach

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

Personal data breaches can include:

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

Where there has been a personal data breach, the person responsible for monitoring the setting's GDPR compliance will complete the Data Breach Reporting Form within 72 hours

All staff undertake Data Protection and GDPR training as part of their induction when joining Sleepy Hollow so are aware of these guidelines. We will take disciplinary action against any person who breached data protection regulations negligently.

#### Data Disclosure

The consent of the data subject will be obtained before the group discloses personal information to any organisation or individual.

All requests for disclosure will be in writing and telephone enquirers advised accordingly.

In cases of child protection, the law requires the disclosure of information, without consent, to relevant Health and Social Care Trust personnel and PSNI officers.

If a request for information relating to child protection is received by telephone, steps should be taken to ensure that such information is disclosed to identifiable personnel (ie seek verification of identity) and only if the individual is entitled to receive that information (authorisation). It is advisable to disclose such information only to those known to be involved in child protection. If doubt exists, ask the enquirer to route enquiry through a known channel. Always call an enquirer back and be very alert if the number given is that of a mobile telephone. Sleepy Hollow reserve the right to refuse if we aren't satisfied that the call is authentic.

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

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

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

#### Data Access

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

Any person(s) wishing to exercise this right must make a request in writing to the Data Controller.

The Data Controller will issue the appropriate form.

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

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

#### The right to erasure

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

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

Request for information under Data Protection Act

Request for Access to Data

Child/Young Person

I, \_\_\_\_\_ wish to have access to Personal  
Data that \_\_\_\_\_ (name of group) has about  
my child or the child in my care.

Name of child: .....

Date of birth: .....

In the following categories (please tick as appropriate):

- Health and medical matters
- Religious information
- Personal details including name, address, date of birth, etc
- Other information (please specify)

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Name in capitals: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Postcode: \_\_\_\_\_

Request for Access to Data (Any Adult)

Adult

I, \_\_\_\_\_ wish to have access to Personal Data

that \_\_\_\_\_ (name of group) has about me in the following categories (please tick as appropriate):

- Health and medical matters



Religious information

Personal details including name, address, date of birth, etc

Other information (please specify)

---

Signed:

---

Date:

---

Name in capitals:

---

Address:

---

---

Postcode:

---

Notice of Changes to Personal Information

Child/Young Person

Name of Parent or Guardian: \_\_\_\_\_

Name of Child: \_\_\_\_\_

With reference to the Data Protection Act (1998), please note the following changes to the above-named child/young person's personal information:

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Name in capitals: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Postcode: \_\_\_\_\_

Notice of Changes to Personal Information

Adult

Name: .....

With reference to the Data Protection Act (1998), please note the following changes to my personal information:

Signed: \_\_\_\_\_

\_\_\_\_\_

Date:

---

---

Name in capitals:

---

Address:

---

---

Postcode:

---

Request for information under Data Protection Act

Dear Sleepy Hollow

Subject access request

Please supply the information about me I am entitled to under the Data Protection Act 1998 relating to:

Sleepy Hollow will respond to this request under the Data Protection Act 1998 with 40 days.

Signed : \_\_\_\_\_

PRINT : \_\_\_\_\_

Parent/Guardian of \_\_\_\_\_

Address for Correspondence \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## PRIVACY POLICY

In line with the GDPR guidelines as of 25th May 2018, Sleepy Hollow Group are committed to protecting your data. If you have any queries about data protection at Sleepy Hollow Group, please contact us at [info@sleepyhollowgroup.com](mailto:info@sleepyhollowgroup.com).

The dedicated ICO (Information Commissioner's Office) GDPR helpline for any queries regarding breaches of data is 0303 123 1113

Please see our privacy policy below for more information about how we protect your data.

### Privacy policy for parents

Sleepy Hollow Group is committed to protecting your privacy. This statement explains how we use any information you give to us and the ways in which we protect your privacy. We ask you to read it carefully. We may be required to change it from time to time, so we also ask you to check it occasionally to make sure you are aware of the latest version.

### How we comply with the Data Protection Act (1998) subsequent GDPR guidelines

We treat any personal information (which means data from which you can be identified, including your name, address, e-mail address, etc.) which you provide us, or that we obtain from you, in accordance with the provisions of the Data Protection Act. Under this Act, we have a legal duty to protect any information we collect from you.

### How we collect information about you

When you send your children to Sleepy Hollow Group, we receive information about you and any children who attend our settings in a number of different ways.

You may give us the information when you:

- Apply for, or we offer you, a place at Sleepy Hollow Group
- Apply for holiday camp with us
- When you sign up to any of our waiting lists
- When you let us know about a change in your personal circumstances (for example, if you change your name when you get married or move to a new house).
- We may receive it from another organisation, for example, should we be required to work with social services.

### How we use your personal information

We use information that we have about you and your children for the running of Sleepy Hollow Group and to comply with HSCCT requirements. These generally fall into the following areas.

1. Administration – this applies to past, current and potential future children and their parents / guardians.

We use this information for the provision of childcare.

The types of personal information we collect, and use include:

- The personal details of your child;
- The payment of fees due;
- Details of the child's family (so we can contact you in case of an emergency)
- Medical information (so we can cater for any special needs)

2. Provision of early years education – this applies to past, current and potential future children and their parents / guardians. We use this information to ensure that your child's development needs are catered for.

The types of information we collect, and use include:

Education and training details (so we can ensure your child's development needs are catered for).

3. Keeping you informed – this applies to current, past and potential future children and their parents / guardians. We use this information to keep you updated about events at Sleepy Hollow Group e.g. To let you know about news, events and changes to schedules.

The types of information we collect, and use include:

Email addresses, so we can email you updates and newsletters and also for invoicing purposes.

How long we keep your information for:

We are required to keep certain personal information including registers, medication records and accident records pertaining to the children until they are 21 years of age in accordance with our legislative and insurance requirements.

Who we share your information with:

Generally, we only use your information within Sleepy Hollow Group. There are some occasions when we need to share personal information about you and / or your child with third parties. These are:

if you choose to pay for your child's care using vouchers (e.g. Childcare vouchers) we will share the minimum amount of your personal information necessary with the voucher scheme operator, so they can identify you and make the appropriate payments to Sleepy Hollow Group on your behalf.

Every now and again, we receive requests for information from schools, government departments, the police and other enforcement agencies. If there is a proper legal basis for sharing your personal information, we will provide it to the organisation that is asking for it.

In case of an emergency, we may need to share with the emergency services details of your child including details of any medical conditions as provided to us by you.

To contact you when we want to inform you about events at Sleepy Hollow Group

Social services as part of our annual inspection process will ask for records pertaining to all of our current clients.

Where we store personal data:

All our data is kept on password protected hard drives or in storage within in our office at our day nursery. Our office has keypad only entry. There is keypad also on our main door into nursery too.

Our commitment to you:

- We will process your personal information in line with the Data Protection Act. This means that we will:
- Only collect and hold information about you which we need for some reason;
- Keep your personal information up to date and accurate (to help us do this, please let us know if any of your details change);
- Take appropriate steps to protect your personal information from being used without permission, or illegally, and to safeguard your rights; and
- Destroy your personal information in a secure way once we no longer need it.

Your rights over your personal information:

You have certain rights over your personal information. Most importantly, you have a right to ask for a copy of all the personal information we hold about you but there are some legal exceptions to this, such as information which is confidential to Sleepy Hollow Group. If you would like a copy of your personal information, you should contact us on [info@sleepyhollowgroup.com](mailto:info@sleepyhollowgroup.com).



## GLASS POLICY

### Principle

Following recommendations from the Food Standards Agency, Sleepy Hollow does not permit the use of glass food containers within the food preparation area. This is to prevent the risk of physical contamination to foods. We will keep glass jars in the pantry area.

However, we believe that it is important that children get to use and experience everyday household items when at nursery including at mealtimes.

### Procedure

Any foods brought into the setting in a glass container will be stored in the kitchen larder until needed. Any foods in glass containers are decanted into plastic containers before being brought into the food preparation area.

We will include everyday glass items, plates etc in our rooms to replicate a home environment as far as possible.

If there is a breakage of glass at any time, we will vacate the immediate area and a staff member will brush the broken glass and double bag it before putting it in the bin. We will then vacuum the floor to doubly ensure that everything has been picked up.

If anyone, staff, child or visitor gets cut from broken glass then we will follow the guidelines on our first aid policy.



## HAIRBRUSHING

### Principle

Following new guidelines from Early Years (Oct 2012), we will now provide the facility for parents to store a hairbrush for their child to use throughout the day at nursery.

### Procedure

For hygiene reasons these will be labelled with the child's name and stored in a small toiletry bag to ensure that it does not come into contact with another child's brush.

If parents wish to send a hairbrush with their child to nursery then they must comply with the afore mentioned policy.

## HEALTH AND SAFETY POLICY AND PROCEDURE

'part of management of risks associated with the care of individual service users'

### Principle

We aim to provide a healthy and safe environment, for children, staff, parents, carers and professionals visiting our group.

### Statement of intent

Sleepy Hollow believes that

- Children and staff have the right to be cared for and the right to work in a safe environment.
- Staff have a duty of care to the children in their care.
- Staff have a duty of care to their employers to take care of the workplace in which they work and the materials/resources in it.
- Staff have a duty of care to their colleagues.
- Parents, carers and professionals visiting the unit have a duty of care to us to follow any safety guidelines which they have been made aware of.

### Procedures

#### Staff health & safety

We agree to provide a workplace environment that is so far as is reasonably practicable, safe without risk to health and adequate as regards facilities and arrangements for the employee's welfare at work such as:-

- Facilities to rest and eat meals
- Adequate breaks over and above minimum legislative requirements, i.e. 15 minutes in the morning, 45 minutes lunch.
- Adequate toilet facilities
- Arrangements for smokers (outside of nursery premises)
- Adequate employee liability insurance
- First aid
- Designated coordinator who is responsible for all Health and safety (assistant manager)
- The building complies with all fire regulations and firefighting equipment is checked and records of this are kept
- Sanitary facilities are provided
- Risk assessments are carried out for pregnant employees or for any employee who has any particular/specific needs in the workplace.

#### Employees have a duty of care which requires them to

- Take care of their own health and safety
- All accidents and incidents should be reported to the Head of Nursery.
- Notifying the manager in charge if they are taking any medication which may impair their ability to carry out work duties.
- Taking care of their colleague's health and safety, refraining from practical jokes, bullying or harassment at all times.
- Reporting any items of risk in the workplace to the Head of Nursery (see Risk assessment Policy for more details).
- Ensuring that they maintain a high level of personal hygiene
- Making management aware of any 'high risk' or contagious illnesses such as AIDS, HIV, Hep B, etc

### Childcare Facilities

The staff will ensure that all facilities are maintained in a condition that is as far as is practicable, without risk to the safety of the child by adhering to the following code of practice:-

- Equipment will be checked regularly, and any broken or torn items given to the Head of Nursery for disposal.
- Heaters, electrical points, wires & leads will be adequately guarded.
- All doors and access points will be locked.
- Fire exits will be kept clear.
- Fire drills will be held in accordance with the fire evacuation policy.
- All dangerous materials will be recorded in accordance with the COSHH policy.
- Spills will be dealt with as soon as possible, within reason.
- All rooms and general areas will be kept tidy.
- Outside areas will be checked for dangers before use.
- Staff will wash their hands regularly throughout the day following the appropriate hand washing guide or have access to hand sanitiser.
- Children will also be encouraged to wash their hands after toileting, before and after snack, and after play in soil or sand.
- Children will not brush their teeth in the setting to avoid cross contamination of brushes. Also, in accordance with early dental health guidelines from community dental team children of pre – school age should only brush their teeth twice daily.
- Sleepy Hollow participate in 'Sun Safe' specifically designed for children in day nursery and educational settings, to promote safety in the sun.
- Children are not permitted into the kitchen .
- All waste is disposed of one daily, except in the kitchen and nappy rooms where it is disposed of at least twice daily.

Parents, carers & visitors:

Have a responsibility to

- Report any concerns they have about safety they have regarding the setting.
- Reporting any accidents, they may have incurred in the setting.
- Reporting any matter pertaining to health and safety of a child.
- Follow any relevant safety notices within the setting.

No staff member, carer, member of the public will be permitted onto the premises if they are under the influence of alcohol or substance abuse. Similarly, if anyone is aggressive or abusive towards anyone else in the building, they will be asked to leave the premises immediately and a report WILL be made to the police.

We are regulated by Environmental Health on safe catering and the safe catering pack is available to anyone who wishes to view it in the office.

Sleepy Hollow try to recycle as much waste as possible.

All water in the building is thermostatically controlled.

See also our fire policy for health and safety relating to fire & emergency lighting.

See also our risk assessments for outdoor play and outings.

See also our outings policy, school runs, and vehicle use for risk assessments.

## ILLNESS & MEDICAL ADMINISTRATION POLICY

### 'Management of medicines'

#### Principle

We aim to provide comfort for all the children in our care, which may mean from time to time administering medication. We also have a duty of care to all the children within the setting and our staff to ensure they are kept in a healthy environment whilst at Sleepy Hollow. We believe that children who are ill require one to one attention in a home environment to enable them to recover from illness. We are also not allowed to accept children who are ill into nursery in accordance with guidance issued by our regulating authority Northern HSC Trust.

#### Statement of intent

Sleepy Hollow believes that

- Children, staff and parents must not come into nursery if they are unwell or have a contagious illness.
- Children, staff and parents who are well, but require medication to be administered are welcome to attend nursery as normal.
- It is important that parents complete on their child's enrolment form and illnesses or allergies the child may suffer from or any regular medication that he/she takes.
- Should this change parents must notify head of nursery immediately.

#### Procedures

##### Illness

- Children cannot be brought into nursery if they are unwell or have a contagious illness of any kind;
- If a child has 3 cases of diarrhoea at nursery or vomiting, we will contact their parent/guardian and ask them to collect their child. If this arises the child will not be able to attend nursery until he/she is clear of all signs of diarrhoea or vomiting for 48 hours.
- Any soiled clothing will be double bagged and left in the office for collection;
- If a child has a temperature, we will administer calpol or nurofen, in accordance with the authority given in the child's enrolment form. A child's temperature will only be taken by an infrared tympanic thermometer (ear) and the individual ear caps are disposed on each use. The Child's temperature will be repeatedly taken over a period of 30 minutes to ensure that the temperature reduces.
- If the temperature does not reduce or the level of temperature gives cause for concern then the parent/guardian will be contacted immediately. In the case of an emergency the child will be taken to the local GP surgery or an ambulance will be called.
- The nursery follows the 'Traffic light system for identifying risk of serious illness' issued by the Health Visitor of the Northern Health and Social Care Trust. Please see attached leaflet for more details.
- A full list of illnesses and the obligatory exclusion period is displayed on the notice board in the nursery hallway.

##### Administering medication

- Medicines should be labelled with your child's name, exact dosage required and time or times of the day to be administered;
- Medication will be administered using a measuring spoon or syringe (dependant on child's age) and will be given by a qualified member of staff. The head of nursery, or either deputy manager (or someone appointed by them) will always witness the administration of medication.
- Administration of medication forms must be completed and signed by the parents which will be retained for nursery records
- All medication will be stored in the locked medicine cupboard located in the office and also out of reach from children. Medication which must be refrigerated will be kept in the kitchen fridge which is out of children's reach.
- The day nursery keeps a supply of nurofen and calpol but all other medication must be supplied by the parent/guardian.
- We will only administer calpol or nurofen where we have received consent to do so whether this is verbally over the phone with management or when the child is dropped in.
- We will follow instructions from the manufacturer regarding dosage to administer in accordance with the child's age or weight.
- Staff will check the expiry date on any medicine and we cannot give medicine which has expired.
- Any staff medication will be stored in their locker or in the staff room fridge. Staff medication will never be removed from the staff room except when the staff member is leaving work.

See separate policy on epidemics

## INFECTION PREVENTION AND CONTROL POLICY

'see guidance issued attached titled 'Dettol – Nursery Managers' to be used in conjunction with this policy'

### Principle

The infection control policy has been put into place to ensure the health and safety of all the children within the nurseries care and enable each child to develop within a clean and comfortable environment. We also feel that it is vital to practice this procedure to ensure that staff members also have a healthy and clean environment to work in.

### Statement of intent

Sleepy Hollow believe:

- Each child has the right to develop within a clean environment
- The nursery must hold a high standard of hygiene.
- No hazardous cleaning materials are kept within the nursery premises, which could harm children or staff. Please see COSHH policy and procedure.
- As this is such a large part of the nurseries practice, we have allocated this sector to the assistant manager who is responsible to oversee the running and to ensure a high level of standard of infection control is followed through.

### Procedure

- The nursery has a colour code system for cleaning equipment. Blue – General areas which includes rooms and hall ways, Yellow – Kitchen areas and Red – Toilets.
- Blankets and sheets which are used regularly are allocated to individual children. These are kept in individual bagging to ensure there is no cross contamination, these are then washed (above 60oC) and dried on a weekly basis.
- If a child or staff member within the setting has three cases of diarrhoea or vomiting their parents will be contacted and asked to collect him/her, the child will not be able to return to the nursery on less they have had 48 hours clear of vomiting or diarrhoea. Also see illness and medication policy for more information.
- If any child or staff member must be excluded from the nursery for a number of days due to an infectious disease or condition, this is kept confidential within the setting. Please refer to the chart displayed on the notice board for exclusion periods for certain diseases.
- Children's clothing or belongings which have been accidentally soiled must be double bagged and sent home to parents.
- Any spillage or spillage must be immediately cleared, and the area first cleaned with hot soapy water and then disinfected with an anti-bacterial solution 99.9%.
- Hand washing procedures are displayed above each sink within the nursery and staff must follow this and also encourage and assist children in learn the proper hand washing technique.
- All cleaning materials and equipment are kept within a locked walk in store cupboard. The nursery primarily uses Milton solution to clean and sterilize equipment.
- Cleaning checklists are displayed within each room and also in general areas within the setting. Certain cleaning duties are signed off each day and also at the end the off the week. This is checked and signed by the assistant manager weekly and filed appropriately.
- Any staff member handling food or preparing snacks for children must have their Food and Hygiene Certificate.
- Any animals which are brought into the nursery are done so as an educational opportunity. They will all be accompanied by their owner; if the children touch the animals then the appropriate hand washing procedure will be carried out.
- For information on infection control within the nappy changing room please refer to the Nappy Changing Procedure.
- Other policies may co inside with this policy such as Health and Safety, Child/Adult illness and Confidentiality Policy

### Pets

- In nursery we keep tortoises, a bearded dragon and fish as pets.

- Aquariums and tortoise housing are cleaned and sanitised regularly by room staff.
- Gloves and aprons are worn when cleaning tanks.
- Sink is disinfected using antibacterial solution 99.9% after the cleaning process.
- Normal handwashing procedures are followed after handling pets.
- All organisations visiting the setting with animals will have to provide the nursery with a risk assessment for consideration in advance of the visit.

## LOCKING UP POLICY

### Policy

To ensure that the day care nursery is completely vacant and all the appropriate checks have been carried out the management team have devised a checklist. This should be carried out at the end of each evening; the member of staff responsible should initial the appropriate box to state that they have carried the necessary duties.

### Procedure

Rooms / Necessary checks carried out	Yes	No
Baby cot room - vacant / plugs out / lights off		
Baby room - vacant / plugs out excluding fridge/ water heater off / lights off.		
Waddler Room- vacant / plugs out / lights off		
Toddler room - vacant / plugs out / lights off		
Main hallways upstairs including toilets - vacant / lights off.		
Playschool room- vacant / plugs out / lights off		
Nappy changing room - vacant / lights off		
Junior Preschool room - vacant / fire exit door locked / plugs out / lights off		
Senior pre school Room - vacant / heating on timer / plugs out / lights off / <u>Flood light off.</u>		
Back stairway vacant / fire exit door locked / lights off		
Staff/ Laundry room- vacant / plugs out excluding fridge and freeze / lights off / <u>flood light off.</u>		
Kitchen- vacant / plugs out excluding fridge and freezer /Cooker off / fire exit door locked and lights off.		
Boys and girls toilets and downstairs - vacant / lights off		
Downstairs main hallways- vacant / switches off / lights off		
After schools room - vacant / plugs out excluding fridge / double doors locked / front door locked.		
Comments		



## MANAGING CHILDREN'S BEHAVIOUR POLICY

'part of Managing Aggression and Challenging Behaviour – including bullying'

### Principle

Children within the setting are provided with a stimulating environment, space and comfortable atmosphere to express themselves through play. Within this environment children are rewarded through praise and are encouraged for positive behaviour. Children imitate and learn from adults therefore it is the role of the caregiver within the setting to set good appropriate examples towards children and adults.

### Statement of Intent

Sleepy Hollow believes

- Children are given respect and their ideas and opinions valued. This enables the child to build on their confidence and self-esteem, making them a valued member of the group.
- Positive behaviour can be reinforced through encouragement and praise.
- Negative behaviour is dealt with promptly and the method of the HighScope 'Conflict Resolution' approach will be put into place.
- No adult within the nursery should ever raise their voice to a child, nor do we promote the use of time out in any form as this tends to lead to social exclusion for the child.

### Procedures

- Children should always be praised for their efforts and participation within the group. Giving positive attention for good behaviour will encourage this to occur again within the setting.
- As the setting is a group care environment our approach on behaviour is the same for every child.
- If a child within the setting requires additional support and help on behaviour management then this is done with the partnership of his/her parents and any outside professionals who work alongside the family.
- When negative behaviour is shown we believe that the best way to deal with this behaviour is through talking to the child and understanding how he/she feels.
- The nursery does not believe in time out. We feel that this is ignoring the issues and children need to be given the language and vocabulary to express themselves. By engaging in dialogue and conversation we are enabling the child to this.
- Consideration must be given to stages of development. If children display ongoing negative behaviour there may be an underlying reason. We will carry out observations to try and understand or to pinpoint a particular difficulty the child may be experiencing. This will especially benefit young children who have not yet required full dialogue and conversation skills. The nursery has observation record sheets to complete when targeting a behaviour which is frequently displayed. Information will be gathered from these to help understand the behaviour more.
- Staff within each group must agree on rules and boundaries for the room. This is to ensure that children are not receiving mixed messages which could create negative behaviour. Older children must be involved within this process.
- Parents play an active role within the setting. To enable children to achieve and develop there must be clear communication between caregiver and parent. This can be particularly important when building on positive behaviour and addressing negative behaviour.
- If at any time a staff member has a concern or worry about a child's behaviour they can seek advice and support from the nursery manager.

### Conflict Resolution

The nursery staff have participated in conflict resolution training and this will be updated every 3 years where possible and new staff trained on this approach to ensure that all staff are up to date with the methods. We believe that combining the above strategies of praise and encourage with conflict resolution is the way forward for the setting as a whole.

We are aware that in order for children to learn and develop the adult can be looked upon as a resource of guidance and knowledge. This is how we should view the adult while engaging in conflict resolution; he/she will guide children through the conflict by

communication, understanding of the situation, providing and extending vocabulary, supporting and recognising each child's feelings, building on the child's problem solving skills by involving them in and asking for view or solutions to the problem. Listed below are the six steps which each staff member will follow when situations arise.

- Approach calmly, stopping any harmful actions.
  1. Place yourself between the children, on their level.
  2. Use a calm voice and gentle touch.
  3. Remain neutral rather than take sides.
- Acknowledge children's feelings.
  1. "You look really upset."
  2. Let Children know you need to hold any object in question.
- Gather information
  1. "What's the problem"
- Restate the problem.
  1. "So the problem is ....."
- Ask for ideas for solutions and choose one together.
  1. "What can we do to solve this problem?"
  2. Encourage children to think of a solution.
- Be prepared to give follow-up support.
  1. "You solved the problem!"
  2. Stay near the children

## MANUAL HANDLING POLICY & PROCEDURES

### Principle

We aim to ensure that staff members work in a safe environment and that the welfare of the children in our care is of foremost importance. We follow Manual Handling Regulations 1992.

### Statement of intent

Sleepy Hollow believes that

- We have a duty of care for our employees
- We have a duty of care that children in our care are lifted correctly avoiding injury to them or their carer
- Staff have a duty of care to their employers by following instructions and policies which have been put in place
- Staff must inform us if there are any changes which we should be aware of ie. illness, pregnancy etc, so we can carry out risk assessments which may exclude them from manual handling duties

### Procedures

- A manual handling instruction poster is displaying in the staff room showing the correct way to lift and staff should make sure they follow these guidelines at all times; this is covered in staff training as part of staff meetings.
- The major part of manual handling within setting is within the 0-3-year-old rooms where children are being lifted into high chairs, nappies are being changed and where children of that age generally are not yet independent. Staff should ensure that tasks such as changing, and lifting are rotated regularly throughout the day to ensure one person in the room is not responsible for all duties which require lifting.
- It is acceptable to put a changing mat on the floor of the nappy changing room if a child is too heavy to lift up to the changing mat. A stool is provided in the nappy changing room to assist older children climbing onto the changing station, but staff still need to assist children with this to ensure they do not fall.
- Special attention will be given to students, pregnant women, staff recovering from injury or staff members who are returning to work following a lengthy absence. Risk assessments will be carried out on those individual staff and direction given on which level of manual handling they can do. This may mean a staff member being moved to work for a period of time which we deem necessary with older children where manual handling will not be required.
- We can only help staff members when we have been informed of an injury, illness or pregnancy and would therefore ask staff members to share any such information with us at an early stage so we can put measures in place to protect their wellbeing.
- Staff should always ask themselves when facing a manual handling techniques 'do we need to lift?'. Always look at alternative methods and if you are unsure speak with a manager prior to moving any items of furniture in the room.

## ICT & MULTIMEDIA POLICY

*'includes photography and videography and its use online'*

### Principle

We aim to ensure that children have a valuable learning experience during their time at Sleepy Hollow. Often the best way to facilitate a child observing what they have achieved is through showing them photographs of them or their group participating in active. We also from time to time have professional photographers or video analysts who record videos / photographs child within the nursery which can be purchased by parents/guardians for personal use. We also use photographs to upload onto Family or to share on our social media pages (separate consents on both).

### Statement of Intent

Sleepy Hollow believes

- It boosts a child's self-esteem when they see visually what they have achieved.
- Parents can gain a better idea of what their child does in nursery during the day when they see photographs on display.
- In order to comply with child protection legislation full names and dates of birth will never appear alongside photographs which are on display.
- Children benefit from seeing themselves on photographs and in videos.

### Procedure

- Photographs will only ever be taken of your child if you have consented to this on your child's enrolment form.
- Photographs will only be taken for display purposes, for sharing on Family or on our website or social media (consents required first).
- Individual photographs will be sent home with the child when the display is taken down. Group photos and staff photos will be shredded.
- No photographs of children will ever be included in students' portfolios.
- Professional photographers will only ever be taken photos of your child or with siblings and we will obtain consent of this in advance and it will also be fully supervised by the nursery staff during this process. Parents are also welcome to attend events such as this.
- Video analysts will only ever be taking videos of your child/ren and we will obtain consent of this in advance again the process will be fully supervised by nursery staff. Parents are also welcome to attend events like this.
- When staff within the setting are taking photos for display work these will only ever be taken via the nursery camera. Once this has been done the photo will then be deleted off the camera/device.
- All laptops, desktop computers and electronic devices used daily for purposes of communication, storing information and/or images are password protected and locked securely in the managers office overnight.

## NAPPY CHANGING PROCEDURE – INTIMATE AND PERSONAL CARE

When changing nappies, the following procedure will be adhered to:

- When entering the changing room with a child, babies sit in the Bumbo seat and older children sit on a stool.
- Wash and dry your hands, put on an apron, gloves (if required, staff can choose whether or not to use gloves and aprons, as we are trying to minimise our use of single use plastics) and prepare the changing station with a nappy bag and the child's own nappy and wipes.
- Lie the child down onto the changing station.
- Please ensure that if the child's vest or clothes are damp in any way that they are fully changed at this time. Any damp or soiled clothes should be bagged and labelled with their name. They should then be placed in the child's bag/box for collection by the parent/guardian later.
- Once the child is changed, they are placed back into the highchair again ensuring that they are strapped in.
- Dispose of the nappy and wipes in the appropriate bins.
- Please ensure to place wet nappies in a single nappy bag and soiled nappies in a double bag.
- Wipe down the changing station with soapy water solution and if the child has had diarrhoea ensure to clean the surfaces with the Milton solution.
- Remove your apron and gloves and place them in the bin.
- Wash your hands ensuring that the hand washing guidelines are followed.
- You and the child are now ready to return to the room, remembering to update Family with a nappy change.

## OUTINGS AND COMMUNITY LINKS POLICY

### PRINCIPLE

Outings and community links are vital part of a child's life. This enables them to experience first-hand all those exciting places which we talk about within the planned curriculum i.e. the fire station, police station, a forest park or even a nature trail. While doing this we hope to build up good relationships with the local community and make the most of the facilities around us. We have an Intergenerational Project with local care homes, primary schools, secondary schools and youth clubs.

### STATEMENT OF INTENT

We at Sleepy Hollow believe

- Every child should have the opportunity to use the facilities within the local community.
- Children learn best by first-hand experience which we hope to achieve by providing the children with the chance to use the facilities within their community.
- Children's safety and wellbeing is always paramount to the nursery staff and management team when organizing an outing for the groups.

### PROCEDURE

- Parents must be made aware of the venue, time, cost, the appropriate clothing which their child may need to wear during planned outings and any other information which is relevant to the outing.
- Written permission must be obtained from all parents prior to planned outings (check enrolment form for consent given for local community trips).
- The child/adult ratio must be in accordance with the Northern Health and Social Care Trust guidelines for outings and in accordance with the nurseries insurance policy.
- Whilst on all outings a staff member with first aid qualifications must be included within the ratios and a first aid box taken.
- A member of staff must always have a mobile phone in the case of an emergency and to also be able to remain in good contact with the nursery manager .
- A roll call sheet must be taken on the trip and carried out before leaving, on regular intervals throughout the trip and before returning to nursery.
- If at any time the group has been divided up into small groups, then the staff member assigned to a certain group must take responsibility to ensure that they mark their children off the roll call registered.
- If a parent collects their child directly from an outing, then the nursery manager must be informed before the child leaves and the parent must sign the roll call sheet.
- A wrist band with details which include the child's name, leaders name and contact number must be put on each child (with the exception of children in pushchairs), a sample has been attached.
- All children (with the exception of those in pushchairs) must wear a Sleepy Hollow high-vis jacket whilst on outings which enables staff to identify each child in large groups.
- Food and drink must be available at the same times as they would at nursery (i.e. if trip extends past snack/lunch times).
- Meeting points must be pre designated and times arranged when all the party should assemble. These must be strictly adhered to.
- Transport must be fully insured, drivers details satisfactory and all seats have safety harnesses or equivalent. The maximum seating capacity of the vehicle must not be exceeded. Appropriate booster seats should be used when there is not a child's adjustable seat belt.
- Before bringing the children on an outing the staff member in charge of the outing and the manager will gather information on the place of interest. If possible, they may visit this to carry out a risk assessment before bringing the children to ensure that

it is appropriate for their age and has a safe environment. Before leaving for the trip staff will complete a checklist to ensure that have all the equipment and information which they need, please see attached. Once the children have been on an outing the staff members involved will complete the evaluation form rating different aspects of the trip from transport right through to learning experiences. This information will be kept for future use along with all the consent forms and any other information relation to the trip in the outings file.

- Only staff members will accompany trips and there will always be a person in charge who has been on a trip before. During school holiday or summer scheme trips a manager, or senior team leader will accompany each trip.

## PARTNERSHIP, PARTICIPATION AND ENGAGEMENT WITH PARENTS/CARERS

### Principle

Sleepy Hollow aims to support parents/carers in their essential role as the first educators of their children and encourage involvement by the following means.

### Policy

At Sleepy Hollow we recognise the importance of working in partnership with parents/carers. This policy aims to ensure that all families are actively encouraged to participate in the work of the setting and contribute to the learning environment we provide for their children.

### Procedure

All parents are issued with a registration/welcome pack, which provides detailed information on the policies of the group.

At Sleepy Hollow we aim to encourage parental involvement through:

- Operating an open-door policy where parents/carers are welcomed daily within the setting at drop off and collection time and have the opportunity to ask questions at any time with staff or leave comments in the suggestion box.
- Encouraging parents/carers to share with the children their skills and talents – we have a volunteer rota system which parents and carers can contribute to.
- Relying on the involvement of parents for the daily running of the setting.

Parents can become a parent representative throughout the year.

- We actively encourage parents/carers to share their talents and assist with various events within our setting throughout the year.
- Parent/carers are asked to partake in fundraising events, e.g. sponsored walk, cake sale, quiz.
- Our newsletter informs parents of all the great work completed in the last term and notifies them of any upcoming events they could come along to.
- Sleepy Hollow have a noticeboard and a comments and complaints box which are accessible in our entrance for parents to add their suggestions.
- Sleepy Hollow regularly review the child's development through recording developmental milestones and we feedback to parents/carers. We consider how we can work best together on areas for development.
- Sleepy Hollow hold stay and play sessions monthly as well as other family fun events – these are open to all and parents/carers can contribute to them.
- All parents/carers will be asked to fill out a questionnaire at the end of every year. This will enable Sleepy Hollow to further develop and implement changes to ensure that our setting continues to deliver a quality provision for the children in our care. Parents can also review our day nursery on [www.daynurseries.co.uk](http://www.daynurseries.co.uk)

The contribution from parents/carers is of pivotal importance to our setting. At Sleepy Hollow we would recommend that anyone who is interested in becoming more involved should speak to the management team.



PLAY POLICY  
'indoor and outdoor'

Principle

We believe that children learn most effectively through play and hands on experience.

Statement of intent

Sleepy Hollow believes that

- Play opportunities and subsequent learning potentials can be sought in every activity we do in nursery.
- Children should have an appropriate amount of time of outdoor play daily
- Free play is an important part of allowing a child to create and develop their imagination
- All toys should be appropriate to a child's age

Procedures

- Play opportunities should be taken where possible whether planned for in the curriculum or not
- Activities should be planned depending on the child's ability and in terms of their development stage.
- Staff will carry out curriculum planning in terms of training they have been given and again age appropriate, i.e. playboard for school age children, and even playgroup, The Early Years Foundation Stage 0 – 3yrs and the Curricular Guidance for Pre-School Education 3 – 4yrs.
- Any broken toys or toys with missing parts should be left in the office for assessment for repair or disposal.
- Children of all ages will have a lot of opportunities for outdoor play during their day at nursery. We encourage outdoor play throughout the year and also request that children are provided with the appropriate clothing for this during certain seasons.
- Babies and toddlers should get out in the baby strollers as much as possible.
- Free play should be given importance in the room planning as children often gain as many opportunities from this type of play as organised activities.
- Play plans and curriculum planning will be inspected weekly and plans should be on display for parents to read in each room.
- We have a risk benefit analysis of our outdoor play space
- A risk assessment check tick list check is used before each outdoor play session.

RECRUITMENT, SELECTION AND REDUNDANCY POLICY  
'separate staffing information held in staff handbook'

Principle

We wish to promote a fair recruitment, selection and redundancy procedure in line with our equal opportunities ethos which we promote in Nursery.

Statement of intent

Sleepy Hollow believes that

- All vacancies within nursery will be advertised in either local facilities, newspaper, job centre or recruitment agency
- All applicants will have to complete a written application form.
- At least two people will be on the recruitment panel
- Staff are entitled to be paid equally, and not to be discriminated against
- Part time employees will be treated no less favourably than full time members of staff.
- All staff will be given a written contract of employment which must to be signed prior to commencing employment

Procedures

- The recruitment process will apply to permanent and temporary staff members, but not students;
  - Vacancies will be advertised by the above-mentioned means;
  - There will be a minimum of two people in the selection panel;
  - A job description will be drafted for each position;
  - Staff will be short listed and if an applicant's scores equal weighting then second interviews will be arranged;
  - Interview questions will be appropriate to the job;
  - References will be taken up immediately;
  - Offers of employment will always be made subject to vetting and successful references;
  - Access NI forms will be completed by the candidate and company. Once the company receives the Access NI certificate this will then be passed on to the Early Years Team on the NHS Trust with additional information required by the trust.
  - Employment will only commence after receipt of vetting form and references
  - A comprehensive induction programme will be given to all staff pertaining to policies, procedures, guidelines etc. Staff will sign to confirm that they have read and UNDERSTOOD these policies. Staff will also have to do this annually and policies will be displayed in the staff room and put on the board when a policy has been updated.
  - All staff will have annual staff appraisals, or at closer intervals if thought necessary
  - A staff supervision session is held bi-monthly with each staff member
  - All staff will receive appropriate training in accordance with our requirements
  - A staff handbook is given to staff to read and sign, and a copy left in staff room, at all times;
  - Selection for any redundancy is detailed on each staff's contract of employment
  - The nursery complies with all relevant employment legislation.
1. Staff records are kept for the duration as required by the Employers Liability Insurance guidance.

## RECRUITMENT OF EX-OFFENDERS

### Policy Statement

1. Sleepy Hollow Group complies fully with the Service Level Agreement, issued by the Department of Justice, in connection with the use of information provided to registered persons, their nominees and other recipients of information by Access NI under Part V of the Police Act 1997, for the purposes of assessing Applicant's suitability for employment purposes, voluntary positions, licensing and other relevant purposes. We undertake to treat all applicants for positions fairly and not to discriminate unfairly or unlawfully against the subject of a Disclosure on the basis of conviction or other information revealed.
2. This policy is made available to all Disclosure applicants at the outset of the recruitment process.
3. Sleepy Hollow Group are committed to equality of opportunity (see separate Equal Opportunities Policy) to following practices, and to providing a service which is free from unfair and unlawful discrimination. We ensure that no applicant or member of staff is subject to less favourable treatment on the grounds of gender, marital status, race colour, nationality, ethnic or national origins, age, sexual orientation, responsibilities for dependants, physical or mental disability political opinion or offending background, or is disadvantaged by any condition which cannot be shown to be relevant to performance.
4. Sleepy Hollow Group actively promotes equality of opportunity for all with the right mix of talent, skills and potential, and welcomes applications from a wide range of candidates, including those with criminal records. The selection of candidates for interview will be based on those who meet the required standard of skills, qualifications and experience as outlined in the essential and desirable criteria.
5. We will request an Access NI Disclosure only where this is considered proportionate and relevant to the particular position. This will be based on a thorough risk assessment of that position and having considered the relevant legislation which determines whether or not a Standard or Enhanced Disclosure is available to the position in question. Where an Access NI Disclosure is deemed necessary for a post or position, all applicants will be made aware at the initial recruitment stage that the position will be subject to a Disclosure and that [insert Organisation Name] will request the individual being offered the position to undergo an appropriate Access NI Disclosure check
6. In line with the Rehabilitation of Offenders (Exceptions)(Northern Ireland) Order 1979 (as amended in 2014), Sleepy Hollow Group will only ask about convictions which are defined as "not protected" for the purposes of obtaining a Standard or Enhanced disclosure.
7. We undertake to ensure an open and measured and recorded discussion on the subject of any offences or other matters that might be considered relevant for the position concerned e.g. the individual is applying for a driving job but has a criminal history of driving offences. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of the conditional offer of employment.
8. Sleepy Hollow Group may consider discussing any matter revealed in a Disclosure Certificate. We are only able to discuss what is contained on a Disclosure Certificate, and not what may have been sent under separate cover by the Police, with the subject of that Disclosure before considering withdrawing a conditional offer of employment.
9. We ensure that all those in Sleepy Hollow Group who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of Disclosure information. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to employment of ex-offenders (e.g. the Rehabilitation of Offenders (Northern Ireland) Order 1978).
10. We undertake to make every subject of an Access NI Disclosure aware of the existence of the Code of Practice, and to make a copy available on request.

HAVING A CRIMINAL RECORD WILL NOT NECESSARILY DEBAR YOU FROM WORKING WITH *Sleepy Hollow Group*. THIS WILL DEPEND ON THE NATURE OF THE POSITION, TOGETHER WITH THE CIRCUMSTANCES AND BACKGROUND OF YOUR OFFENCES OR OTHER INFORMATION CONTAINED ON A DISCLOSURE CERTIFICATE OR PROVIDED DIRECTLY TO US BY THE POLICE.

## RISK ASSESSMENT POLICY

'management of risks associated with the care of individual service users'

### Principle

In order to deliver a high standard of health and safety within the day care nursery we feel that a risk assessment on all areas throughout the premises is required. This will help to minimise on accidents which may occur and is in keeping with health and safety legislation outlined in the Health and Safety at Work Order 1998.

### Statement of Intent

By carrying out a risk assessment it will help those involved to identify the hazards, evaluate them and then prioritize any measures to be taken. An example of this could be a spillage of water in the main hallway which is a hazard; the evaluation of this would be children, staff, parents and any other person slipping therefore causing harm. This would be off priority and dealt with immediately by displaying a wet floor sign until the spillage was cleaned up and the surface had dried.

### Procedure

To help carry out the risk assessment we believe that it is important to have a united approach throughout the setting. This will therefore promote the importance of health and safety issues within the nursery and help those working on the premises gain a greater understanding of the importance in carrying out a risk assessment.

- A risk assessment will be carried out on each individual playroom, common areas (hallways and stairs), playgrounds, car park, toilets and nappy changing room, kitchen and staffroom and nursery vehicles.
- Each staff member will be responsible for identifying any hazards within the playroom which they work. To help identify hazards each room will be given a list of examples this states list is not exhaustive and therefore staff should feel confident to add to this. This will be recorded on the 'Identification and Risk Evaluation' form which is attached.
- Nursery Management will be responsible for carrying out risk assessments on all other areas mentioned this will also be recorded on the same format.
- The management team will review all this information and priorities the risks by calculating the severity multiplied likelihood, also recorded on the 'Identification and Risk Evaluation' form. This will enable those involved to prioritise the measures which need to be put into place.
- At this stage the nursery will put into place an action plan of how to deal with the risks which have arisen. This will be drawn up in a 'Risk Assessment Action Plan' sheet which is attached. As stated, this will be prioritised and dealt with appropriately.
- Once reasonable measures have been put in place to minimise the risk which have been identified all of this information will be kept on file and review on an annual basis.
- If at any time a staff member notices a hazard within their working environment the same procedure is put in place.
- A risk assessment is an ongoing process which takes time and commitment to maintain. Therefore, as stated the assistant managers main duties within the nursery are to ensure that this is followed through effectively. Children's, staff and parent's health and safety is part of the nurseries ethos therefore this is why we feel it is necessary to have a dedicated member staff undertaking this role.

## SCHOOL RUN POLICY

' part of transport for service users – provision and use'

### Principle

The nursery facilitates a number of school runs which are listed below. We try and offer a range of drop offs and pickups from a variety of schools so that parents have an option of choose. We would also state that parents check with the nursery manager when deciding on schools outside the local community if they require their child to be dropped off or collected from school.

### List of schools which we facilitate for school runs

- St. Josephs Pre-School and Primary School
- Ballymacrickett Pre-School and Primary School
- Gleann Darrach Pre-School and Primary School
- Crumlin Integrated Pre School and Primary School

### Procedure

- All nursery vehicles have full insurance, tax and MOT.
- A school run check list is in place. This details the exact drop off and collection on the days when the child attends the nursery or afterschool's unit. The staff member undertaking the school run will have to initial when they have left the child off or collected him/her from school.
- In addition to this, individual procedures for each school have been put in place, please see attached information. This is due to different requirements at different schools.
- The nursery manager / assistant manager will organise school runs each morning stating times, schools, number of children and who is required to undertake each run.
- Children should always be brought to school on time and collected promptly. If in the case of bad weather conditions, the children are late we will inform the parents and school about this, the children's health and safety is paramount.
- We would ask all parents to inform the nursery manager / assistant manager of any changes to your child's drop off or collection times or days.
- Children and staff will always be fitted with appropriate seat belts or booster seats when travelling in the nursery vehicles.
- We may be able to facilitate runs from or to afterschool's clubs, but this decision will be left up to the nursery manager / assistant manager if this can be facilitated.
- We ask all parents who require their child brought to school by 9am that their child is in the nursery by 8.30am therefore enabling the staff to organise the morning school run.
- We hold copies of all drivers' licences and copies of business insurance if they use their own vehicle. This procedure should run in line with our policy on school collections.

### All preschool units:-

Children should be brought into the unit promptly to ensure they are on time for their preschool session

Children should be encouraged to hang up their coats on their own peg, but give assistance where necessary

Ensure that the class teacher or person in charge is in the room before leaving

Inform the child that you are leaving them with the teacher and assure them who will be picking them up

Ensure the child has all belongings including any notes or school work in their bag.

Walk child out to car or bus and ensure seat belt is properly fitted. Bus should be left in a position to drive out in Irish PS car park. If needs be, park further away from school to ensure that there is clear room as this is a compact car park and not safe if you have to reverse – it is busy with lots of unsupervised children (we have secure parking at all other schools).

Always ensure that you complete our drop off and collection sheets.

Never leave a child unattended in the car/bus – waiting adjacent to the car/bus is acceptable whilst waiting for other children.

#### All Schools

Children should be brought promptly to their unit at their school starting time.

Children P1-P3 must be brought to their classrooms and left only when a responsible adult is there.

P4-P7 children are permitted to walk to their classroom after 8.40am.

On collection all children finishing at 2pm will assemble outside the P2 resource area. Ensure collection sheet is completed before leaving resource area.

Children finishing at 3pm will always assemble at the bus which is parked outside the nursery unit.

If anyone is missing, check with the school office who will check with teachers. If a child has gone home with aren't/another person, telephone nursery who will make contact with child's parents/guardian to confirm. Never leave school until clarification has been received.

Ensure all; children have seat belts securely fixed before leaving.

If dropping off at the CPS facility, a staff member will be waiting at the steps of the Crumlin primary school – always ensure the bus is parked on the school side of the road which will involve turning the bus around either at the fire station or further down the road.

All staff members whether drivers of assistants involved in school runs should sign this procedure confirming that you will implement the guidance given at all times. This procedure should be used in conjunction with our policy on school drop off and collection policy.

As per your contract of employment, any staff found to be in breach of this procedure or indeed any policy will face disciplinary proceedings.

## SETTLING IN POLICY

### PRINCIPLE

Through many years of experience, we at Sleepy Hollow believe that one of the main aspects of a child's well-being within the nursery is that they are able to have time to settle in a new environment. Parents also need to use this time to build up a good relationship with the main carers so that when the time comes for the parents to leave their child within our care that they feel comfortable and at ease doing so.

### STATEMENT OF INTENT

Sleepy Hollow believes that

- Your child must be given the appropriate time to explore and investigate their new environment.
- Feel comfortable and relaxed when at nursery.
- Settling in time is of most importance to parents as well as the child.
- Parents can also use this time to share any additional information with the nursery staff that has not been stated on the enrolment form or also to chat more in-depth about their child's needs.
- Settling in time also gives the parents/guardians a chance to build up a good relationship with the room staff who will be working alongside their child to make sure that we are doing everything to make the child feel a sense of belonging within the nursery.
- We strive to make this a very positive experience for both child and parent/guardian.

### PROCEDURE

The following stages are to ensure your child has a happy and enjoyable experience at Sleepy Hollow.

- Your child/children's placement is booked at Sleepy Hollow (refer to Admission Policy for more information on this process).
- Parents/Guardians will be contacted about 4 weeks before the placement is due to begin. At this same stage the settling in dates and times are arranged.
- We understand that certain times and dates may not suit, and we will be very flexible i.e. parents/guardians may prefer to arrange times in the afternoon rather than the morning.
- When settling in times are arranged, we generally like this induction to take place over two weeks. The Head of Nursery will advise on the times which would best be appropriate i.e. 8am - 9am may be busy as other parents will be leaving children off and we like to be giving our full attention to your child whilst settling at nursery.
- We will give the parent/guardians a courtesy call about one week before to make sure everything is going according to plan.
- The settling in times and dates will take place on the days which your child will be attending nursery.  
We prefer parents/guardians to stay and play with their child for the first occasions for thirty minutes and to leave for one hour before they return. After which we gradually decrease the parents time and increase the child's time. This is done very gradually in the best interests of the child parent, and the Nursery Manager will work closely with each individual family on this. Whilst settling at Sleepy Hollow we will appoint a member of staff who will work alongside the child who is settling in to ensure that they are happy and enjoying their new environment.
- The member of staff will also be the main person with whom the parent can discuss their child's needs with.
- The member of staff will also fill in a care plan for the child if they are between 0-3 years old. For older children all other information can be recorded on the enrolment form, unless your child has a special requirement, (refer to Sleepy Hollows Special Needs Policy for more information), their likes and dislikes
- We encourage parents to bring along any comfort toys or blankets to nursery whilst settling in, as children can feel more settled



if they have a familiar object or a certain smell which reminds them of home. After the settling in period is finished, we would still encourage this. Nursery staff will make sure that it is sent home on leaving.

- If we feel that your child may need more time to settle at nursery this will be arranged.
- Once the child's settling in times have finished and their placement is due to begin, we always reassure parents that they can contact us at any time to see how their child is getting on during their day at nursery.

It is important to remember that children may cry or be upset when leaving parents/guardians, but this is just a natural process and in turn they also settle very soon. If the child was very upset and they did not settle at nursery we would contact the parent/guardian and ask in the best interest of the child if he/she could be collected. If this was to continue, then we would review and look at prolonging the settling in process. We would stress that each child is an individual and our policy is entirely flexible to best suit their needs.

## SLEEP AND REST POLICY

### PRINCIPLE

All children within our care each day should have the opportunity to sleep, rest and relax in a warm, safe, clean environment and with the appropriate atmosphere. Whether a child attends Sleepy Hollow full time or on a part time basis this is always available to them. Play is considered to be like work for children and as we are well aware children are always exploring, investigating and active, so the need for sleep especially in young children 0-3years is essential for them to rest from the morning activities which they have participated from. This also applies for the older children, 3 years and upwards they need to rest at a particular period in the day which is generally a group activity such as story time where everyone can unwind.

### STATEMENT OF INTENT

At Sleepy Hollow we believe that

- All children have their individual needs for sleep and rest periods.
- We work in partnership with the parents to ensure that their child has had the appropriate rest during the day at nursery.
- We feel that for a child within our care to reach their full potential that all their needs need to be met and sleep, rest and relaxation plays a very important role in this.

### PROCEDURE

Children aged between 0-1years

- Children sleep in cots in an adjoining cot room, this room has black out blinds.
- Staff go into the room every 15 minutes to check on each child, between the cot room and main baby room there are windows which enables the staff to observe at any time.
- We follow the parent's routine which they carry out at home i.e. child may take one nap in the morning and in the afternoon.
- Children are placed in the feet to foot position, as is current guidance to avoid Sudden Infant Death Syndrome (SIDS).
- All children have their own sheets and blankets. The cot sheets and blankets are laid down before the children go for a sleep and lifted after the children get up.
- Each child's individual sheets and blankets are placed in their own individual basket which is labelled with their name.
- These sheets and blankets are washed on a weekly basis in a 60oC wash.
- The cots mattress is wiped down before and after each sleep using soapy water. If the mattress has been soiled, we use Milton solution to wipe it down.

Children aged between 1-3years

- We start to encourage children to use the nursery sleep mats between 15-18 months particularly where they are very mobile.
- The Piccolo and Polpetto rooms are used as sleep rooms between 12pm-2pm.
- All children have their own blankets and sheets which are stored in the individual bags. As stated previously these are washed on a weekly basis.
- Sleep mats are placed on the floor and the bed is made up for each child.
- Children can use comfort toys or dummies at sleep time.

- Staff sit with the children during sleep time.
- All children are supervised by staff whilst sleeping.
- The atmosphere is set by pulling blinds down and settling everyone into bed very calmly and quietly.
- If parents wish for their children not to have a sleep then alternative activities are planned in another room.
- There is also quiet corner within each room were children can go at anytime of the day to relax.
- If children don't wake before 2pm staff will very gently and quietly wake him/her.

Children aged 3years and up.

- If parents still wish for their children to take a sleep during the day we will accommodate this.
- At this age of development we focus on the relaxation and letting the children unwind from the busy activities which they have been involved in and to prepare for the activities ahead.
- At certain times of the day each room will have planned story time as a group activity to ensure that all children are getting a chance to relax.
- In each room we have a quiet area were children can go and sit down on comfortable sitting and look at books or engage in a quiet activity.
- If a child of this age falls asleep in the room and it is not during the time at which the younger children are sleeping then we will bring a sleep mattress down and clean bedding and place it in the quiet area.
- This bedding is not used again for any other child and again washed when finished with.

There are soft seats, comfort areas for children to relax throughout the day in all of our rooms.

SMOKING POLICY  
(includes e-cigarettes and vape devices)

Principle

This policy has been created to help protect children, staff and others coming in and out of the setting against passive smoking (second hand tobacco smoke). Exposure to second hand smoke can increase the risk of health problems to non-smokers. April 2007 seen the implementation of workplaces becoming smoke free zones, this was in compliance with The Smoking (Northern Ireland) order 2006. Therefore, it is against the law to smoke in enclosed and substantially enclosed workplaces.

Statement of Intent

We believe that children, employees, parents and visitors have the right to experience the nursery in a smoke free environment.

Procedure

- It is illegal to smoke within the workplace or in any of the company's vehicles
- The setting and company vehicles will have non-smoking signs on display.
- A non-smoking environment applies to all within the setting such as employees, parents, contractors and visitors. It is the responsibility of the nursery manager to ensure that those unfamiliar with this policy adhere to it.
- A smoking area outside the building and away from children's play area is available for those staff who wish to use it. Those that do so can excess this area during their break and lunch period.
- If an employee chooses to smoke during their break or lunch, we would ask that they wash their hands and use mouth wash before returning to work with the children. This is due to the close contact we have, especially with young babies, given the particular field of work.
- For help and support on giving up smoking you can contact the Smokers Helpline free phone on 0800 85 85 85.

## SOCIAL MEDIA, NETWORKING AND THE USE OF MOBILE TELEPHONES

### Principle

We believe our staff should be completely attentive during their hours of working, to ensure all children in the nursery and after school units receive good quality care and education.

### Statement of Intent

Mobile phones are not to be used during working hours. Therefore, mobile phones are not permitted for use on the Nursery or out of school club premises. They may be used outside the premises or in the staff room (nursery only). Sleepy Hollow mobile phones are permitted as they are for business use only.

We also feel that restrictions need to be placed on staff when they access social networking sites. SHG (NI) Limited and Sleepy Hollow Group has a high reputation to upkeep and comments made on sites such as 'Facebook', 'Twitter' etc could have an impact on how parents using the nursery/club view the staff.

We want to use some social media platforms to share information and gather feedback from parents.

### Policy

- Mobile phones must not be used unless on a designated break and off the premises.
- Mobile phones should be stored safely in the locker provided in the nursery at all times throughout the working day. Staff in the units should ensure that mobile phones are turned off and kept preferably off the premises but at least in a closed bag out of reach of children.
- Staff must not post anything onto social networking sites such as 'Facebook' that could be construed to have any impact on SHG (NI) Limited or Sleepy Hollow Group's reputation.
- Staff must not post anything onto social networking sites that would offend any other member of staff or parent using the nursery.
- We would request that from the date of signing the policy that staff do not have clients as 'friends' on social networking sites and review those who are currently 'friends'. If staff choose to allow parents or clients (which will include any staff who work in the schools in which we operate) who are already friend to view their page on social networking sites then this relationship must remain professional at all times, and must not contain any reference to Sleepy Hollow Group or SHG (NI) Limited.
- Staff must not list Sleepy Hollow Group, Sleepy Hollow Day Nursery or SHG NI Limited as their workplace, employer etc on any social networking site. If you have already done this then please remove it within 5 days of signing this policy.

### Sleepy Hollow Social Media Sites

Sleepy Hollow Group treat 'electronic behaviour' as it would 'non-electronic behaviour'

Sleepy Hollow Group has a Facebook page, Instagram page, Twitter account and You Tube channel available. This is a communication tool for the setting. We ask for parental consent to include your child on our social media on enrolment forms – parents can choose to update or change consent on enrolment forms at any time by completing a new enrolment form. We will use it to

- Promote certain events such as parent consultations, trips, social events & visitors
- Update parents on staff training & development

- Give hints and tips for activities the children have enjoyed and home learning ideas
- To give news
- To show photos of activities, trips or special events

We also want to invite parental thoughts, comments and feedback.

Company Directors are the page administrators and will update the page on a regular basis.

The page administrators reserve the right to remove any comments at any time. The intent of the policy is to protect the privacy and rights of the company, staff & families.

We will remove any postings that

- Name specific individuals in a negative way
- Are abusive or contain inappropriate language or statements
- Use defamatory, abusive or generally negative terms about any individual
- Do not show proper consideration for others privacy
- Breach copyright or fair use laws
- Contain any photos of children without necessary parental consent.

If you would like to report an inappropriate comment then please send an email to [info@sleepyhollowgroup.com](mailto:info@sleepyhollowgroup.com)

## STAFF TRAINING AND DEVELOPMENT POLICY

### Principle

Staff development and training is a way in which staff can gain greater knowledge and understanding of their job role and duties within Sleepy Hollow. Previous experience has shown that training staff has a positive reflection on the quality of care within the nursery.

### Statement of Intent

Sleepy Hollow believes

- That each staff member should be given opportunities to develop their skills and abilities within the early year's sector.
- Those working within the nursery should have relevant qualification and experience in childcare or be willing to undertake childcare qualifications.
- Courses such as First Aid, Food and Hygiene, Child Protection and skills for play, should be up dated when necessary.

### Procedure

- Sleepy Hollow facilitates regular in-house training and can provide staff with the necessary time off to participate in those courses provided.
- The setting has a budget set aside for training and development.
- We expect the nursery staff to undertake any necessary training which is required for an individual child's needs (Refer to Children with Special needs policy for more information).
- Additional in-house support and assistance is available to those staff involved in training courses.
- The nursery has a wide range of resources and literature which is available at all times to assist with relevant research to enable staff to further their knowledge during a training course.
- The setting will provide appropriate notice before training courses take place with the relevant information such as the course lay out, time, date and venue.
- Regular appraisals take place during the year; this gives staff the opportunity to list their objectives for the next twelve months and gives the management team an awareness of the training which staff feel is necessary.
- The nursery works alongside training providers such as People 1<sup>st</sup>, Belfast Metropolitan College, Childcare Partnership, Early Years, Playboard and the Northern Health and Social Care Trust.
- After participating in a training course, it is expected that staff share the information with the manager and time is set aside to implement any new practices within the nursery.

## STAFF VETTING AND ACCESS NI POLICY

### Principle

Under the requirements of the Minimum Childcare Standards 2012 and in line with the Children's Order (NI) 1995, all staff, students, and volunteers must go through HSCT vetting as well as Access NI clearance.

### Statement of Intent

Sleepy Hollow believes that we have a duty of care to all children to ensure that the staff we employ are 'fit persons'.

All staff working with children must have an Access NI clearance, two references, GP clearance and HSC Trust clearance before starting employment. All staff will have to show proper ID for the purposes of Access NI clearance and provide a copy birth certificate.

All personnel information will always be kept confidential.

### Procedure

Any offer of employment is subject to staff vetting;

When an applicant has been offered employment, they will have to go through an enhanced Access NI check.

Sleepy Hollow complies with Access NI Code of Practice

Diane Koplewsky, Director, is lead signatory who processes Access NI applications. Bronagh Creery, Associate Director is a counter signatory.

### Verifying applicants ID

Sleepy Hollow will not accept Access NI checks from any other organisation no matter how recent they have been obtained.

Sleepy Hollow will view any declarations made on the Access NI depending on the criminal offence e.g. If a traffic offence is specified that person will still be offered employment, but it may impair that applicant from being responsible for driving any of the company vehicles.

Consideration is always given to the seriousness of the offence, the time since the offence took place, if it is a repeated offence, whether or not the applicant disclosed the offence on their application, whether the applicant's circumstances have changed. Sleepy Hollow will always be aware of the Safeguarding Vulnerable Groups NI Order 2007 and ultimately will decide in the best interest of the children in our care.



Where there is a criminal disclosure made which may jeopardise the offer of employment given the nature of the offence then Diane Koplewsky may take advice from the Early Years Team, without disclosing the applicants name but asking if the offence would exclude the applicant from taking up a post in the sector. If needed in order for Social Services to carry out a check on that applicant, then Sleepy Hollow will only at that stage disclose the applicants name.

Following the receipt of the Access NI, GP report and references if all the information is acceptable then Sleepy Hollow will apply to the HSC Trust for vetting.

On receipt of successful vetting from the HSC Trust the Access NI form will be shredded as the information contained therein will no longer be valid.

All personnel records including vetting information is kept at our Day Nursery, 1a Largy Road, Crumlin BT24 4AH. There is a keylock combination on the office and only Management have access to that information. Diane Koplewsky will provide Management the Access NI clearance number and date of application for the purposes of applying for Trust Vetting. Where possible the Access NI clearance is no longer printed unless necessary from the website. It will only be printed if a copy of the disclosure has to be sent to the HSC Trust.

Staff will only start employment when the HSC Trust vetting has returned, and they have gone through a full induction programme which included Child Protection Training.

Suitability of Candidates.

As an organisation using Access NI to help assess the suitability of applicants for positions of trust, Sleepy Hollow Group complies fully with Access NI's Code of Practice regarding the correct handling, use, storage retention and disposal of Disclosure Applications and Disclosure information. We also comply fully with obligations under the Data Protection Act 2018 and other relevant legislative requirements with regards to the safe handling, storage, retention and disposal of Disclosure Information.

#### Consent

As we no longer receive a copy certificate from AccessNI, written consent will be obtained from the applicant when requesting and retaining a (copy of a) Disclosure certificate.

#### Storage and Access

Disclosure information is kept securely, in lockable, non-portable, storage containers with access strictly controlled and limited to those who are entitled to see it as part of their duties.

#### Handling

In accordance with section 124 of the Police Act 1997, Disclosure information is only passed to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom Disclosures or Disclosure information has been revealed. We recognise it is a criminal offence to pass this information to anyone who is not entitled to receive it.

#### Usage

Disclosure information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

#### Retention

Once a recruitment (or other relevant appointment, regulatory or licensing) decision has been taken, we do not keep Disclosure information for any longer than is necessary. We comply with AccessNI's Code of Practice requirement to ensure that it is not retained longer than is required for the specific purpose of taking a decision on the applicant's suitability. Disclosure certificates will be returned to the applicant once a decision, recruitment or otherwise has been made and will be retained no longer than the agreed period. When we receive written confirmation of vetting from HSC Trust then we will return Access NI forms and copies of ID to the candidate.

#### Disposal

Once the retention period has elapsed, we will ensure that any Disclosure information is immediately destroyed by secure means i.e. by shredding, pulping or burning. While awaiting destruction, Disclosure information will not be kept in any unsecured receptacle (e.g. waste-bin or confidential sack). We will not keep any photocopy or other image of the Disclosure or any copy or representation of the contents of a Disclosure or any other relevant non-conviction information supplied by police. However, despite the above, we may keep a record of the date of issue of a Disclosure, the name of the subject, the type of Disclosure requested, the position for which the Disclosure was requested, the Access NI unique reference number of the Disclosure Certificate and the details of the recruitment decision.

## Family

### Principle

At Sleepy Hollow we believe assessment plays an important part in helping parents, carers and practitioners to recognise children's progress, understand their needs and to plan activities to support child development.

We also want to promote a real time diary system for parents to be able to check on children's progress throughout the day with us.

### Statement of Intent

To implement our principles and our line diaries and communication we use Family.

### Procedures

Key staff and upload observations, assessments, photographs and videos of the children throughout their time at the setting.

Family is a completely secure system, only the managers and practitioners will have access to the learning journal.

Family allows both parents and staff will be able to log on to this system. Parents are only able to log on to view details of their child.

Through time with us this creates a holistic view which grows as the children develop and becomes a keepsake of their early years.

The staff use company provided 'tablets' such as iPad or laptops to take photographs or videos to upload onto both systems. Staff are only permitted to use the equipment provided for this purpose.

The settings confidentiality, safeguarding and multimedia policies must be adhered to at all times when using either system.

This equipment is not to be removed from the nursery setting, other than for trips and is not to be used for any other purpose than for which it is intended. When not in use it is stored in our office which has keypad entry system. All devices are passcode protected.

For parents/carers who have no access to the internet a paper journal is available monthly and a diary is available daily.

TOILETING  
'part of intimate/personal care'

Here at Sleepy Hollow we believe that toilet training is a process conducted when the child is ready. We believe that:

- Children should only commence toilet training when ready and in agreement with the parent / guardian
- The procedure for starting toilet training will be agreed with the parent / guardian i.e. taken on a regular basis or only on request by the child, using a low-level toilet or potty.
- Children should be encouraged to become independent when toileting i.e. pulling up and down pants or when wiping themselves. However, it is important for the comfort and hygiene of the child that they are fully clean after using the toilet so staff will assist where necessary.
- If the child's vest or clothes are damp/soiled in any way, they will be fully changed at this time. Any damp or soiled clothes will be double bagged and placed in the office for collection by the parent / guardian.
- Children should wash their hands following use of the toilet. The appropriate hand washing guidelines should be followed and staff will assist where needed.
- Potties will be cleaned after each use with soapy water solution and then followed by the Milton solution. We encourage parents, where possible to bring in their own child's potty or toilet seat from home as well as a supply of spare clothes for their child.

## WHISTLE BLOWING POLICY

### Principle

The group is committed to the highest standards of openness, integrity and accountability. Where an individual member of our staff, parent or professional working closely with our organization discovers information they believe to be of serious malpractice or wrongdoing within the group then this information should be disclosed without fear of reprisal. We have an open and honest environment and an "open door" ethos. If any member of staff has a concern, they should feel a genuine freedom to be able to discuss it with a senior member of staff.

### Statement of intent

The Public Interest Disclosure Act 1998 give legal protection to employees against being dismissed or penalized as a result of publicly disclosing certain serious concerns. The group has endorsed the provision set out below so as to ensure that no member of staff should feel at a disadvantage in raising legitimate concerns.

Our welfare requirements are:-

- safeguarding and promoting children's welfare
- taking necessary steps to safeguard and promote the welfare of children in the setting suitable people
- adults looking after children, or having unsupervised access to them, must be suitable to do so. adults looking after children must have appropriate qualifications, training, skills and knowledge
- staffing must be organised to ensure safety and to meet the needs of the children

### Procedures

We will comply with the terms and conditions of the Public Interest Disclosure (NI) Order 1998, Data Protection Act 1998 and the Freedom of Information 2000.

This policy is designed to enable employees of the group to raise concerns internally and at a high level and to disclose information that they believe shows malpractice or impropriety. The policy covers all employees and trainees. The act protects people who raise concerns about past, present and future malpractices in relation to:

- A criminal act
- A failure to comply with a legal duty
- A miscarriage of justice
- Danger to health and safety
- Damage to the environment
- Deliberately covering up any of these

All adults working within the setting should always be observant to ensure high standards of care to all children. Whilst we expect all our colleagues, both internal and external, to be professional always and hold the welfare and safety of every child as their paramount objective, there may be occasions where this may not be happening. It is vital that all team members talk through any concerns they may have with their manager at the earliest opportunity to enable problems to be ironed out as soon as possible.

### DISCLOSURE OF INFORMATION

If at any point you become aware of information that you reasonably believe tends to show one or more of the following, you MUST use the disclosure procedure set out below:

- That a criminal offence has been, is being or is likely to be committed

- That a person has failed, is failing or is likely to fail to comply with any obligation to which they are subject e.g. Sleepy Hollow policy or procedure, Early Years Standards
- That a miscarriage of justice that has occurred, is occurring, or is likely to occur.
- That the health and safety of any individual has been, is being, or is likely to be endangered
- That the environment has been, is being or is likely to be damaged
- That information tending to show any of the above, is being, or is likely to be, deliberately concealed.

#### DISCLOSURE PROCEDURE

- Where you reasonably believe one or more of the above circumstances listed above has occurred you must promptly disclose this to the Manager, Area Manager or Director
- Employees will suffer no detriment of any sort for making such a disclosure.
- Any disclosure or concerns raised will be treated seriously and dealt within a consistent and confidential manner
- Any employee who is involved in victimising employees who make a disclosure or takes any action to deter disclosure or who makes a malicious allegation or disclosure in bad faith will be subject to disciplinary action which may result in dismissal.
- Failure to report serious matters will be investigated and will also lead to disciplinary action which may result in dismissal
- Any management employee who inappropriately deals with a whistleblowing issue may be deemed to have engaged in gross misconduct which could lead to dismissal.
- If an allegation has been made regarding a potential child protection issue, then Management will contact the relevant Early Years Team
- Staff may contact the Early Years Team at any time directly regarding any matter in relation to concerns they have about the setting as well as any child protection issues :-

Central Early Years Team  
 Ballymena North Business Centre  
 120 Cushendall Road  
 Ballymena  
 BT43 6HB  
 Telephone: 028 2563 5111

Sleepy Hollow prides itself on its caring and safe environment and has high standards in relation to all aspects of the care of children. Including safe handling, positive and kind communication, and caring attitudes. All staff have a responsibility to maintain these values and to follow policies and procedures at all times. If you believe any colleague is in any way not upholding this ethos, it is your responsibility to disclose your concerns to a manager and you MUST do so promptly. Failure to do so may result in disciplinary action which may lead to dismissal. Managers, Area Manager and Directors have a responsibility to address all disclosures appropriately.