



WRAPAROUND UNITS POLICY AND PROCEDURE BOOKLET 2022/23

In accordance with Children's Order (NI) 1978

SLEEPY HOLLOW GROUP – WRAPAROUND UNITS

SIGNED :

Devin Koplenky

DATED : 19th August 2022

SLEEPY HOLLOW UNITS
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MISSION STATEMENT AND STATEMENT OF INTENT
SLEEPY HOLLOW WRAPAROUND UNITS

Aims, Objectives and Ethos

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 safety.

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 both staff and the children as individuals in our care.

Admissions :- See separate policy

Hours of Opening :- school finishing time until 6.00pm* (St Itas 5.30pm and 5pm on Fridays) and 8am-6pm during school holidays in those branches where holiday camps operate

Contact Information :- see our website for full list of contact information

Charges and Fees, Registration and Insurance :- Our charges are on our website and on the noticeboard in each of our facilities.

We are registered with the Health and Social Care Trust and our certificate of registration is on display on our noticeboard. We are insured through Pound and Gates Insurance Company. A copy of our employers and public liability insurance is attached and also displayed on the notice board.

Role of parents:- parents must ensure that all enrolment forms are completed fully and that they make us aware of any changes. Parents or Guardians must ensure that they sign children in and out each day. We have a partnership with parents policy which covers all other information

Range of resources :- We have an inventory list available in our units. We are an afterschools unit and all of our toys are age appropriate. As we are playwork advocates we do not promote the use of electronic equipment in our facilities. We follow the Playwork Principles and Playtypes :-

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 involved 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, dialing 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.

References Hughes, B. (2002) *A Playworker's Taxonomy of Play Types*, 2nd edition, London: PlayLink

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.

Please see a full list of all Early Years Teams with contact details at the back of this booklet.

Policies :- a full and comprehensive list of policies are below.

ABSENCE OF MANAGER OR KEY PERSONNEL POLICY

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 our setting then this will be covered by one of the qualified staff members in the unit. 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 Manager for the duration of absence of the management member.

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.

Often during peak holiday periods then cover may not be required as units may close or fewer children attend meaning that fewer staff members are required. Two members of staff however will always be present even when numbers fall below 8 children.

ACCIDENT POLICY

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 Branch 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 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 be worn at all times
- 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 ie 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 in each wraparound setting.
- 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 procedure has been followed and giving as much detail as possible by the member of staff who witnessed the accident.
- You are then required to make the manager aware of this and the details recorded on family app (or on accident form if app not working). 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
- The form is stored on family app or paper versions stored in file as appropriate.
- The on line or paper forms are checked monthly by the Manager at the end of the month and any patterns detected will be followed up on.

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 an accident whilst in work, the first aider in the group would assist 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 also to our registering social worker.
- Any incidences regarding staff members should also be recorded using the accident and incident report form.

BULLYING POLICY

'PART RELATING TO MANAGING AGGRESSION AND CHALLENGING BEHAVIOUR, INCLUDING BULLYING'

'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 behaviour 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).

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

Practical Advice for Parents:

- 1) 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.
- 2) Inform the manager immediately if you feel there may be a bullying problem.
- 3) 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.
- 4) Investigate if toys/ money start to go missing.
- 5) Take an active interest in friendships and out-of-school activities.
- 6) 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/carers 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.

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 parents can save money 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.

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 inadvisable for parents to use unregistered childcare providers.
- Children with a disability will 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 of the child's health care specialists before determining if we are able to offer a space.
- The ratio in the school age childcare setting is 1 member of staff to every 10 children, although two members of staff will be present as a minimum at all times. In Eager and Able to Learn branches for 2-3 year olds we operate on a ratio of 1 member of staff to every 5 children and in the pre school age groups its 1 member of staff to every 8 children.

Procedures

- We encourage parents to visit our facility at any time to see the quality of 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 may not be convenient. Therefore it is best to contact the manager in advance to make a booking.
 - Waiting lists will open for new P1 children due to start school in the September of the same calendar year on the second Monday in January. We cannot take applications prior to the same calendar year for P1 intake only. Existing pupils within a primary school setting where we operate wraparound facilities can apply to join our waiting lists at any time.
 - We cannot guarantee your child a place at the time of joining the waiting list but we will keep you informed nearer to the time you'd like your child to start.
 - If you are able to be flexible with the days you are requesting, then please do express this on the sign-up form.
 - Please note that joining our waiting list **does not** guarantee a place for your child at one of our settings
 - We will offer spaces primarily in accordance with our availability within the group ie. 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, and out criteria allocation (ranked 1-6)
- 1 Children with a brother or sister who currently attends or have previously Sleepy Hollow (providing parents have applied by Easter of the same calendar year their child is due to start primary one as all spaces will be offered out in May of each calendar year)
 - 2 Children whose parent/carer is an employee of SHG (NI) Limited.
 - 3 Children who are enrolled on a full time basis including all holidays.
 - 4 Children who are enrolled on a part time basis including all holidays.
 - 5 Children who are enrolled on a full time basis term time only.
 - 6 Children who are enrolled on a part time basis term time only.
- When allocated a space, staff will create a basic online account and parents are sent a link log on and download the app "Family". Parents should complete all sections, ensuring to agree/disagree to all consents and all relevant child information is up to date.

- **Note there will be a timescale for offers to be accepted once spaces are offered. The date will be written clearly on the letter of offer**
- *Sleepy Hollow is on the list of approved settings to accept placements via social services referral.*

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.

Allergy Policy

Principle

At Sleepy Hollow our main priority is to ensure all children are kept safe throughout their time with us. We work alongside the Health Promotion Agency for Northern Ireland, closely following their guidelines to develop this policy, raising awareness and to ensure all staff are allergy aware to protect both children and staff.

Statement of Intent

To minimise the risk of any child/staff member/visitor suffering a severe allergic reaction/ allergy induced anaphylaxis whilst in our care.

Sleepy hollow ensures that:

- Every child is kept safe.
- Every allergy is taken seriously, and every effort is taken to minimise the risk of exposure.
- Our environment is safe for every child/staff member and visitor. We understand that it is impossible to guarantee a completely allergen free environment, however, we will ensure that as far as practically possible, to minimize the risk of exposure and plan for effective response to any emergencies that may arise.
- We have robust plan in place to ensure an effective response to any possible emergencies.

The statutory Framework states that the provider must obtain information from the parent/guardian about any dietary requirements/allergies. They would be recorded on the children's enrolment forms before they begin. Staff members will record all relevant information on their personnel form before beginning work.

Procedures

- Individual care plans are displayed on the notice board in the kitchen and within each of the rooms. This enables all staff members to see which children have allergies and ensure they are not exposed to any food that may pose a risk.
- To ensure all staff are aware of children's/staff members allergies.
- Children are not permitted to bring in or share any food.
- All ingredients used within nursery are checked daily before given to the children.
- Snacks are monitored by staff and are peanut, nut free and free of other allergens depending on the children attending.

ARRIVAL AND DEPARTURE POLICY

Principle

We understand the importance of a warm and welcoming greeting when leaving your child off at Sleepy Hollow and equally the importance of sharing information when you collect him/her in the evenings. We emphasise that parents respect the opening and closing times of the unit as we are not insured outside of these times.

Statement of Intent

Sleepy Hollow believes that

- Every parent and child should be greeted by a member of staff on arrival with whom they are familiar.
- Staff must share the appropriate information when leaving in the evenings as this is extremely important to all parents.
- Staff will try and give time on arrival to those parents who wish to discuss any information about their child such as medicine or how their child is feeling that day.
- On arrival and departure parents and children should always be greeted in a friendly and polite manner.

Procedure

When your child arrives at the unit

- We encourage parents to share important information, especially if the child has been unsettled during the night or has been given any medicine at home before coming in to the unit.
- We encourage all our parents to assist with their child/children with hanging up their coat or putting any belongs in their individual basket before leaving the unit. This may help with your child's belongings not getting swapped or mixed up with someone else's.
- We stress to all our parents or visitors in the unit to take into consideration the units health and safety policy when coming in and out, front door must be closed securely after each person.
- Staff will sign all children in/mark them absent on the online register .

When leaving the unit in the evenings

- We will only let your child leave with another person when we have written consent or the names and security password is displayed within the collectors information on the Family website. Without any of this information we are unable to let any child leave the unit.
- All the current information must be given to parents when leaving the unit such as how he/she has been throughout the afternoon and how they have eaten. There may be other important things to discuss when collecting your child especially if he/she has had medicine during the afternoon or if there is an accident form to sign. We encourage parents to take the time in the evening to sign any additional information as it is a vital part of the units record keeping.
- Staff will help to gather the child's belongings to ensure that everything will go home, especially their schoolbags and uniforms.
- 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. Managers will report to the Area Manager if a parent is persistently late in collecting children.
- Note that if a parent is persistently late on three occasions within a three month period we will ask parents to make alternative childcare arrangements.
- We do stress that on leaving the unit that your child is always beside you or holding hands especially going through the car park, we would ask that no child is left unattended on the school premises.
- 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 (eg 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.

CCTV POLICY AND SECURITY OF THE SETTING

Principle

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

Procedures

There is no CCTV in operation in this facility.

All external doors will be kept closed at all times. Parents can only gain access via our designated doorway. This will be kept locked at all times.

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

All visitors will be required to sign into and out of the setting, stating their arrival time and nature of their visit.

Any visitors who will be interacting with children ie. Photographers, providers of extra curricular activities such as music, dance classes will be required to provide a copy of their Access NI clearance.

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 safe guard both staff and children the following code of conduct must be adhered to at all times.

- A minimum of 2 adults will be present in each of the childcare facilities at all times;
- 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 four different types of abuse.

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
Physical	The actual or likely physical injury to a child, or willful 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, eg. 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 Childrens Officers (DSO)

Bronagh Creery (Director)	02890 941695/ 07920111417
Diane Koplewsky (Director)	02890 941695/07872019888
Dee Edwards (Area Manager)	07908538401
Lorna Mulholland (Nursery Manager)	02894453976 ext 1

The Designated Officer will then make contact with 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)

Early Years Team

Ballymena 028 2563 5111

Carriek: 028 93315112

Regional Emergency Social Work Services (02895 049999)

Belfast Trust Units

Referral Number 02890 507000 (Single Point of Entry Team)

Early Years Team 02895 042811

Regional Emergency Social Work Services (02895 049999)

South Eastern Trust Trust Units

Referral Number 0300 100 0300 (Single Point of Entry Team)

Early Years Team 02844 513807

Emergency Duty Service: (028) 9056 5444

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.

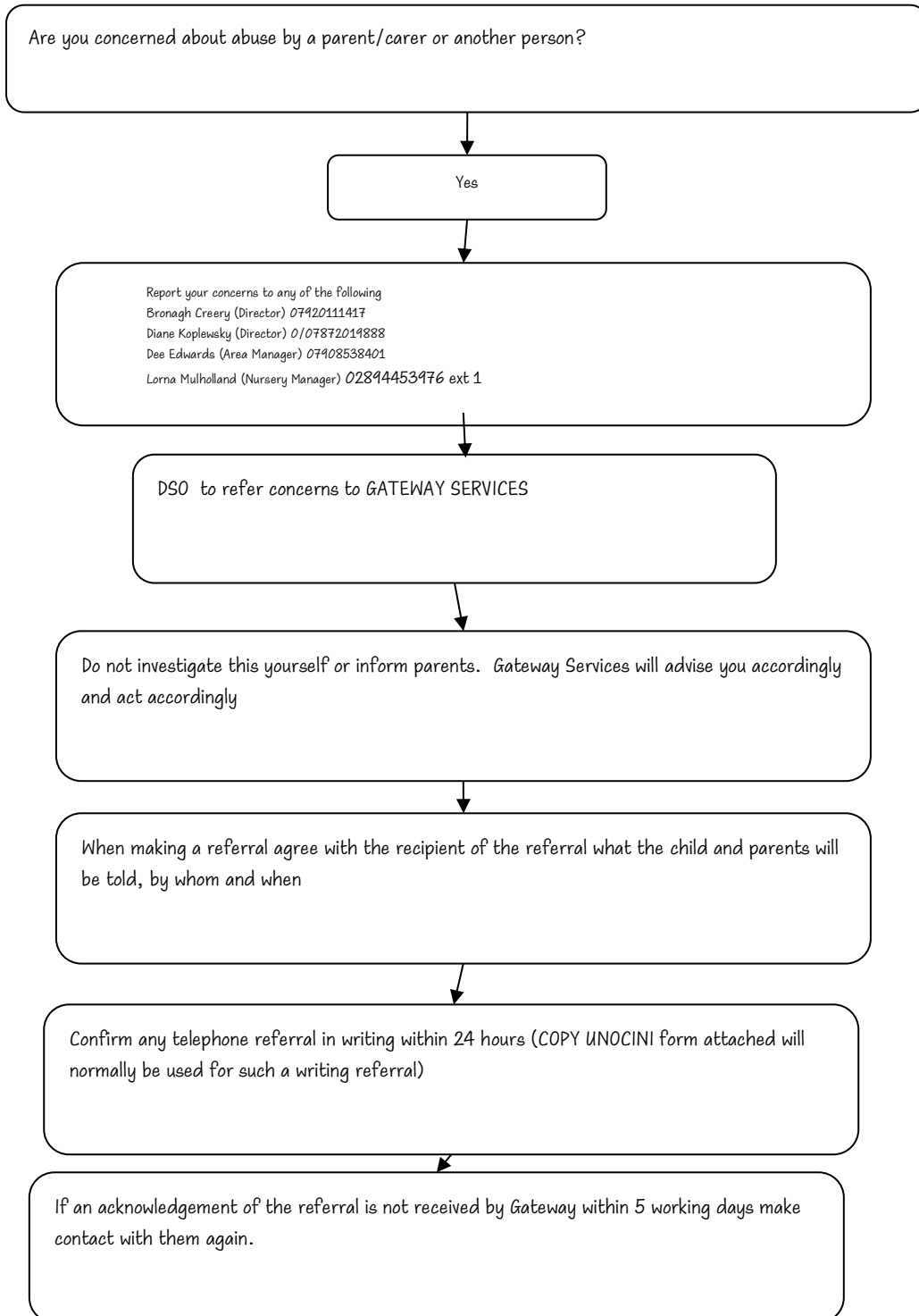
Record

Use the incident report in your accident manual to record all relevant details and also 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 or not 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.

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 of 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 adapt our care environment to promote a holistic development and well being for all children.

Statement of Intent

We at Sleepy Hollow believe

- All children should be treated with the same respect;
- Children with special needs may need additional support to help progress towards their individual developmental milestones;
- As early years workers it is our duty to help assist and support a child with a disability or impairment;
- We strongly believe in 'See the child not the disability'.

Procedure

- Before children attend Sleepy Hollow parents are asked to complete an enrolment form which includes questions relating to children with additional or special needs.
- Once this is received and completed it helps the unit manager to have an awareness of any specific support or assistance which may need to be put into place, for the individual child.
- 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 unit 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 has been decided we will assign a key worker who if required will take extra training to help provide the best care for the child.
- While the child is cared for within the setting training may need to be reviewed on a regular basis to help meet the child's needs.
- Outside professionals working with the family are also invited in during the settling in process. This is good practice to have these professionals involved from the start.
- Outside professionals are invited into the setting on a regular basis to give advice or refresh the staff on the individual needs.
- Once the child and parents are comfortable and settled then their placement begins. We understand this may be a longer period of time. This also applies to the unit manager and staff who are caring for the child. They also must feel satisfied that they are able to care for the child to their best ability.
- Whilst the child is cared for within the setting a number of individual play plans will be drawn up with the assistance of the parents and outside professionals to help the child achieve their full potential.
- If medication is required to be given to the child on a regular basis a consent form before the child's placement begins at the unit must be signed. Any medicine will be given by the unit manager.
- It is the parents responsibility to inform the unit manager of any change to medication or the child's individual needs.
- It is also the responsibility of the key worker and staff to keep parents informed of the progress which their child is achieving within the unit or to let them know of any concerns or difficulties which they have come across relating to the child's needs. In this case we may need to review play plans or the child's routine.



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 located in each wraparound unit, this ensures parents have the opportunity to express any comments which they may have on an anonymous basis.
 - All comments or complaints 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 wraparound unit manager immediately. In the absence of the wraparound unit 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 Branch 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 (details at the back of this booklet).
-
- Parents have the right to contact the Early Years Team at any Stage.
 - We will complete complaints form and ask parents to sign to 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.

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 the relevant Early Years Team (details at back of this booklet).

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 (Bronagh Creery or Diane Koplewsky). If they are not able to resolve your issue, you then refer on to the Early years Team (See details at the back of this booklet). This flow chart applies to parents, staff, carers or anyone who comes into contact with our settings.

COMPLAINT –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 complaints procedure. Signed Complainant	

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 who it is relating to. Staff within the wrap around units 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 time.
- All children's details and information are kept confidential.
- All information which is held relating to children, parents and staff is kept 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 are required to have personal written information about them which is kept on file.
- The records held within the units are kept within a locked storage facility when not in use.
- 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 in each staff members employment contract.
- All written records about individual children must be kept in secure storage until the child reaches 21 years of age.
- There is one exception to this policy where 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.

CONSENT POLICY

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 manufacturers 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.

Procedure

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

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 25th 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/changed 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 is no legitimate interest for processing
- The data was unlawfully processed
- The data has to 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.

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 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 child care.

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 address. So we can email you updates and newsletters, to facilitate the use of the Family system 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:

We use third party data processors, these are secure online systems and any personal information shared with us is stored securely for necessary use by Sleepy Hollow Group.

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

DIET AND NUTRITION AND MENU POLICY

'MENU PLANNING AND PROVISION OF FOOD AND DRINK'

PRINCIPLE

At Sleepy Hollow we aim to promote and provide a nutritionally well balanced diet for all the children within the nursery setting. We work along side 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

Procedures

- The daily menu board is display on the notice board in the unit. This is to ensure that parents are aware of exactly what their child will be eating each day. The menu's rotate on a three weekly basis.
- We discourage parents bringing in treats or extra food for their child. This can cause problems within the group. If your child is hungry at any stage of the day or in the evening towards home time we can provide them with a health snack.
- If parents wish to bring in party food to celebrate their child's birthday then they must ensure that is a healthy snack i.e. fruit, bread sticks, yoghurts and such items as this.
- Over school holidays we ask parents to send in a healthy lunch. All perishable food will be covered and labelled with the child's name on it, and then kept in the fridge unless lunch time.
- We operate a nut free zone in all of our facilities.

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 collectors information on the Family System 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. 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 the wrap around unit.

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 the units.
- Trial runs of this emergency plan are carried out at least annually by staff to ensure that all staff are aware of the procedure.

Procedures

Should an emergency happen, the unit should:

- Follow the fire drill procedure
- Take all of the children to the furthest point in the car park, proceed to contact parents/guardians and ask them to collect their children immediately and also contact the Area Manager.
- The Area Manager will contact all the required authorities in relation to the emergency, including the owners and our registering body Health and Social Care Trust.
- Details of the event will be recorded in our incident file.

In the unfortunate event of an accident occurring to a child which requires hospital attention then the unit manager will contact the child's parents/guardians immediately and then call for an ambulance. Then contact the Area Manager.

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 HSC Trust and Health & Safety Executive, in accordance with legislative requirements (RIDDOR NI 1997) and also to the Early Years Team.

EMERGENCY CLOSURE POLICY

Principle

We aim to have contingency plans in place should an emergency situation ever arise at the wrap around unit resulting in having to close our facility

Procedure

In the event of having to close our facility due to a decision being taken by the school, 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 re-imburse 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 area 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 03005550114 for advice.
- We will 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 area manager will keep up to date with current information on epidemic illnesses through the Health and Social Care Trust websites and also the Health Promotion Agency.
- This information will also link with the infection control policy and Illness and Medication policy.

EQUAL OPPORTUNITY POLICY

Principle

Sleepy Hollow is committed to ensure the talents and resources of all our employees are utilized 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 anytime 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 play experience and care 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 play planning will incorporate multicultural awareness through including the world around us (eg festivals and food etc).
- Our menus will reflect tastes and dishes from around the world.

EQUIPMENT/TOY SELECTION

Principle

We strive to provide excellent play opportunities for the children in our care which includes ensuring that all aspects of their play are age appropriate.

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 age of the child?
- 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?
- 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 off immediately.
- All room supervisors, 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 safe at all times in Sleepy Hollow. We ensure that risk of accidents and fires occurring are minimised at all times by good maintenance programs.

Statement of Intent

Sleepy Hollow believes that

- Regular fire drills are important for the safety of all children, staff, parents and visitors
- All of our fire fighting equipment and sensors will be serviced annually by an accredited authority in the school.
- We are in receipt of an up to date fire authority certificate or written clearance.

Procedures

- 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 unit and lead the children safely and calmly out in an orderly manner using the nearest safe exit.
- Staff should assemble at the farthest point in the school car park .
- The Unit Manager or deputy should check all areas are evacuated including toilets, staff room.
- The Unit Manager should do a roll call for their unit at the Muster point and report back to the Area Manager when all of their children have been accounted for.
- The Unit Manager will account for all staff and any other visitors who may have been in the building.
- Only if it is safe to do so attempt to put out the fire using the appropriate fire fighting equipment.
- If it has been a false alarm and it is safe to return to the building then do so.
- All visitors and trainees must be informed of this policy when entering the building.
- Fire drills will be carried out every month. 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 annually during a staff meeting when children aren't present to ensure that all members of staff are competent in evacuation Procedures

FUNDRAISING POLICY

Principle

We aim to help others through fund raising and incorporate this as much as possible within the planning at the wrap around units.

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 our main 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 planning.
- The unit manager will ultimately be 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 units 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.

GLASS POLICY

Following recommendations from the Food Standards Agency, Sleepy Hollow does not permit the use of glass food containers within the kitchen area. This is to prevent the risk of physical contamination to foods.

Procedure

Any foods brought into the setting in a glass container will be decanted into a plastic one upon arrival, labelled and dated before being stored.

HAIRBRUSHING POLICY

Following new guidelines from Early Years (Oct 2012), we will now inform parents that afterschools children who choose to do so, may bring in hairbrush each day.

Procedure

For hygiene reasons we cannot store hairbrushes in our settings, they will have to be brought in the child's bag on a daily basis.

If parents wish to send a hairbrush with their child to the setting then they must comply with the aforementioned 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, safe and friendly 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 units.
- 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.

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 employees welfare at work such as:-

- Facilities to rest and eat meals.
- During term time staff do not work long enough hours for a break entitlement. During full days staff who work over six hours are entitled to a 20 minute unpaid comfort break and staff working full days ie. 8:00am-6:00pm are entitled to a full 45 minute lunch hour unpaid.
- Adequate toilet facilities.
- Arrangements for smokers outside of school premises.
- Adequate employee liability insurance.
- First aid.
- Designated coordinator who is responsible for all Health and safety (Area Manager).
- The building complies with all fire regulations and fire fighting equipment is checked regularly by the school authorizes.
- Sanitary facilities are provided in staff toilets.
- Risk assessments are carried out for all pregnant employees.

Employees have a duty of care which requires them to:

- All accidents should be reported to the unit manager and they should always inform the Area manager.
- Taking care of their own health and safety
- 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 unit manager who will inform the Area Manager
- Notify the Area Manager if they are taking any medication which may impair their ability to carry out work duties
- 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 unit Manager for disposal. The unit manager should keep a written record of this.
- Heaters if not thermostatically controlled, will be covered, 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 promptly, as soon as is practically possible
- All units will be kept tidy.
- Outside areas will be checked for dangers before use.
- Staff will wash their hands at regular points throughout the day.
- 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 wrap around units to avoid cross contamination of brushes. Also in accordance with early dental health guidelines from community dental team children of school age should only brush their teeth twice daily.
- Sleepy Hollow participate in Sun Safe – ensuring safety in the sun at all times
- Children are not permitted where there are separate food preparation areas
- All waste is disposed off on at least a daily basis.

Parents, carers & visitors

Have a responsibility to

- Report any concerns they have about safety.
- Reporting any accidents they may have incurred in the setting.
- Reporting any matter pertaining to health and safety of a child which we need to know about in order to provide a high standard of care.
- Follow any relevant safety advice within the units.

ALSO

- 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.

HOMEWORK POLICY

We will accommodate homework time for up to 45 minutes each afternoon. This may be extended in the case of children who are preparing for transfer tests who may require one hour set aside to complete tests. Staff will supervise and help where required but will not be able to sign any homework sheets and we do not accept responsibility for correcting any mistakes. We therefore expect parents to check any homework their child may have done during after schools.

Other quiet activities will be offered to children whilst homework time is ongoing.

Any further concerns regarding homework time should be addressed to the manager.

ILLNESS AND MEDICAL ADMINISTRATION POLICY

'MANAGEMENT OF MEDICINES'

Principle

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

Statement of Intent

Sleepy Hollow believes that

- Children, staff and parents should not come into the unit 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 the unit as normal.
- It is important that parents complete on their child's enrolment form about illnesses or allergies the child may suffer from or any regular medication the child takes.
- Should this change parents must notify the Unit Manager immediately.

Procedures

Illness

- Children cannot be brought into the unit if they are unwell or have a contagious illness of any kind;
- If a child has more than two case of diarrhoea at the unit or vomits, we will contact their parent/guardian and ask them to collect their child.
- Any soiled clothing will be double bagged and left for collection by parents.
- If a child has a temperature we will administer calpol or nurofen, in accordance with the authority given in the child's enrolment form we will always contact the parent first to inform them. Any layers of clothing will be removed and 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 an ambulance will be called.

Administering medication

- Medicines should be labelled with your child's name, exact dosage required and time or times of the day to be administered;
- The Unit 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 the units records.
- All medication will be stored out of reach, expect for any medication which must be refrigerated which will be kept in the fridge which is out of children's reach.
- We will only administer calpol or nurofen where we have received consent to do so on the child's enrolment form and will follow instructions from the manufacturer with regard to dosage to administer in accordance with the child's age or weight.
- We would only ever administer piriton in case of an allergic reaction following telephone consent from a parent or guardian. We would require the parent to complete a medication form for this when collecting their child.
- Medication is normally administered using a measuring spoon or syringe.

- This policy links closely with the infection control policy.

See separate policy on epidemics

INFECTION PREVENTION AND CONTROL POLICY

Principle

The infection control policy has been put into place to ensure the health and safety of all the children within the unit. 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 units must hold a high standard of hygiene.
- No hazardous cleaning materials are kept within the units premises, which could harm children or staff.
- As this is such a large part of the units practice it is the unit manager who is responsible to over see the running and to ensure a high level of standard of infection control is followed through.

Procedure

- If a child or a staff member within the setting has two 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 unit unless they have had 48 hours clear of vomiting or diarrhoea.
- If any child or a staff member has to be excluded form the unit 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 spillages must be cleaned and disinfected using antibacterial solution of 99.9%
- Hand washing Procedures are displayed above each sink within the unit 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 cupboard. The units 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 of the week. This is Checked and signed by the unit manager weekly and filed appropriately.
- Any animals which are brought into the units 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.
- Other policies may co inside with this policy such as Health and Safety, Child/Adult illness and Confidentiality Policy

MANAGING CHILDREN'S BEHAVIOUR

'PART OF MANAGING AGRESSION AND CHALLENGING BEHAVIOUR – INCLUDING BULLYING'

Principle

Children within the setting are provided with a simulating 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 playworker within the setting to set a good appropriate example towards the children and adults.

Statement of Intent

Sleepy Hollow believes

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

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 along side 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 unit 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 pin point a particular difficulty the child may be experiencing. Information will be gathered from these to help understand the behaviour more. The unit manager will discuss this with the Area manager and they will work together on helping with this behaviour.
- 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. The 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 the playworker and parent. This can be particularly important when building on positive behaviour and addressing negative behaviour.
- If at anytime a staff member has a concern or worry about a child's behaviour they can seek advice and support from the Area manager.
- We will contact parents to collect a child where we cannot manage an incident.
- If we sent a child home we will record this as an incident and ask everyone involved to sign the form. This may be done after the child has gone home as priority will be given to the incident and resolving the matter before recording it. We will endeavour to complete the incident record within two working days of the incident. A senior manager will liaise with parents in regard to the incident form.
- If a child is sent home for behavioural issues we may ask the parents to arrange alternative childcare arrangements – this will be done as a last resort however and we will try to work with parents to manage behavioural issues prior to reaching this decision.
- *This links in with bullying and managing childrens behaviour*

Conflict Resolution

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.

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

MANUAL HANDLING POLICY

Principle

We aim to ensure our staff work in a safe environment and that the welfare of the children in our care is of the 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 leaflet is attached showing the correct way to lift and staff should make sure they follow these guidelines at all times;
- Staff should avoid lifting school age children unless it is absolutely necessary (in accordance with child protection guidelines)
- 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 what level of manual handling they can do, if any. 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 well being.
- 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.



MULTI MEDIA POLICY

'INCLUDES PHOTOGRAPHY AND VIDEOGRAPHY'

Principle

We aim to ensure that children have a valuable play experience during their time at Sleepy Hollow. Often the best for a child to observe what they have achieved is through showing them photographs of them or their group participating in activities.

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 the unit during the day when they see photographs.
- 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 video's.

Procedure

- Photographs will only ever be taken of your child if you have consented to this on your child's Family account.
- Photographs will only be taken for display purpose.
- 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.
- We will seek your consent if any photographs are going to be published in media or for an advertising purpose.
- When staff within the unit are taking photos for display work this will only ever be take by the company camera. Once the photo has been printed the photographs will then be deleted off the camera this is the only method of photography which is allowed to be taken with the unit by the staff.

OUTINGS AND COMMUNITY LINKS POLICY

Principle

Outings and community links are seen as 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 play programme i.e. the summer scheme plan. While doing this we hope to build up good relationships with the local and wider community and make the most of the facilities around us.

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 a varied programme during holiday periods which included outings.

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 Health and Social Care Trust guidelines for outings and also 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 have a mobile phone in the case of an emergency and to also be able to remain in good contact with the Branch Manager at all times.

A roll call sheet must be taken on the trip and carried out before leaving, on regular intervals throughout the trip and before returning.

If at anytime 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 manager must be informed before the child leaves and the parent must sign the roll call sheet.

Food and drink must be available at the same times as they would in the setting(ie 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. 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.

Staff should obtain and record feedback on each outings trip from the children who attended.

PARTNERSHIP WITH PARENTS POLICY

'INCLUDING PARENTAL ACCESS TO RECORDS AND PARTICIPATION'

Principles

Parents / Carers involvement within the wrap around units is necessary for a child's individual development. If a parent / carer have a certain skill or particular profession then we at Sleepy Hollow would encourage them to come in and share this with the children as a learning opportunity.

Statement of Intent

Sleepy Hollow believes that

- Parents/carers are welcome in the units at any time.
- Parents/carers play a vital role in their child's development.
- The parents/carers are welcome to give their input into the children's planning.
- Parents/carers know their child better than anyone and this will always be respected at all times.

Procedures

- Information which is held on your child can be accessed at anytime. This can be requested at any time.
- Any information, which we hold is strictly confidential. (Refer to data protection policy on how this information is handled).
- As we are a private wrap around care after schools you can request at any time through out the year to meet with the unit manager to discuss your child. The time and venue will be decided between the manager and parent/carer to arrange this when it suits both parties.
- Monthly planning which is devised is clearly displayed on the notice board of each unit.
- During outings parents are encouraged to join in the learning experience with their child. We can only accommodate those parents/carers, which have been vetted through the trust.
- We aim to hold social events from time to time for parents to join in with either in the setting or in the evenings, such as quiz nights, open afternoons etc.
- Families' beliefs, culture, language and customs are always valued respected within the unit
- We have stay and play dates each month for parents to come and join in with our fun, but parents are of course welcome any day to spend time with us.
- All parents/carers will be asked to fill out a questionnaire at the end of every year via the day nurseries website www.daynurseries.co.uk 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 setting on, on our facebook site or on yell.com. We also really encourage all parents to complete and return questionnaires to the Early Years Teams in the respective HSCT as part of our annual inspection process.
- 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 AND PLANNING POLICY

'INDOOR AND OUTDOOR'

Principle

We believe that children and young people need to play, and that we use and enhance our natural play spaces. It is fundamental to the healthy development and well being of each individual child and young person in a setting such as ours.

Statement of Intent

Sleepy Hollow believes that

- All children and young people need and have the right to play.
- Children and young people should have a choice and ownership over their play.
- The equipment should be age appropriate.
- We have a responsibility to advocate for play where and when possible.
- We should try and use all different play types (Hughes 1996) in our daily day to day play.

Procedures

- We will provide different play spaces to enhance our play types.
- Free play should be given as much importance in the unit as structured activities as the children gain and experience many opportunities through this.
- When setting boundaries the children are fully involved in the decision making so they understand if restrictions are made for safety reasons.
- We manage the balance between risky play and keeping the children safe from harm by ensuring the children are supervised and by completing risk benefit assessments.
- Ensuring that the resources we have will encourage and stimulate the children to play.
- Maximise play opportunities and natural play spaces for children by regularly changing and varying their play spaces and natural environments.
- We will aim to have at least one hour outdoor play during each half day session or two hours in a full day session. We strongly believe that there is no such thing as bad weather it is bad clothing.
- Our play plan will be displayed monthly, but we also have a daily play programme which is displayed. Please note that planning can change due to childrens choice.
- A risk assessment checklist is ticked before each outdoor play session.

RECRUITMENT, SELECTION AND REDUNDANCY POLICY

'SEPERATE STAFFING INFORMAITON 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 submit their current CV.
- 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 applicants 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 comply with all relevant employment legislation.
- Staff records are kept for the duration as required by the Employers Liability Insurance guidance.

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 setting 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 carryout 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 company and help those working on the premises gain a greater understanding of the importance in carrying out a risk assessment.*
- *A risk assessment is an on going process which takes time and commitment to maintain. Therefore as stated the Area Manager will have responsibility of reporting and changing risk assessment as a hazard is found. Risk assessments will be reviewed on an annual basis as a minimum.*

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 Branch 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 in our wraparound premises. They may be used outside the premises. 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.
- 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 a parent/carer.
- 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. We also have a Sleepy Hollow Inspired consultancy page and Sleepy Hollow Wraparound Unit's page. These are used as 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.
- Promote Sleepy Hollow Group.

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

SETTLING IN POLICY

Principle

Through many years of experience we at Sleepy Hollow believe that one of the main aspects of a child's Personal, Social and Emotional Development (PSED) within the units 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

- Each child must be given the appropriate time to explore and investigate their new environment.
- Feel comfortable and relaxed when at the unit.
- 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 unit staff that has not been already stated on the enrolment form or to chat in-depth more about their child's needs.
- Settling in time also gives the parents/guardians a chance to build up a good relationship with the staff who will be working along side their child to make sure that we are doing everything possible to make the child feel a sense of belonging within the unit.
- 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.

- Each child/children's placement is booked at Sleepy Hollow (refer to Admission Policy for more information on this process).
- Parents/Guardians will be contacted before the placement is due to begin by the unit manager. At this same stage a time will be arranged for you and your child to visit the unit.
- We understand that certain times and dates may not suit and we will try to be as flexible as possible.
- The settling in times and dates will take place on the days which your child will be attending the unit.
- We prefer parents/guardians to stay and play with their child for the first session, this may be increased if deemed necessary.
- Whilst settling at Sleepy Hollow the unit manager will work along side the child to ensure that they are happy and enjoying their new environment.
- The unit manager will also be the main contact with whom the parent can discuss their child's needs.
- The unit manager will also complete a care plan for your child and ensure that all other information has been recorded on the enrolment form, unless your child has a special requirement, (refer to Sleepy Hollows Special Needs Policy for more information).
- Once the child's settling in times have finished and their placement is due to begin we always reassure parents that they can feel free to contact us at any time to see how their child is getting on.
- Children starting Primary 1 and joining any Sleepy Hollow Wraparound facility may not commence wraparound care until the beginning of October, this will allow settling in time during September. If a Primary 1 child comes to our summer camp prior to starting Primary 1 they are eligible to start wraparound care at the beginning of September.

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 quickly. If a child is very upset and they do not settle 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 that each child is an individual and our policy is entirely flexible to best suit their needs.

Separated Family Policy

At Sleepy Hollow Group we recognise that when parents separate it can be a difficult situation for all concerned. We understand that emotions may run high and this policy sets out how we will support the all parties in within the nursery including our staff team. The manager will work closely with the parents to build close relationships which will support the child's/children's emotional wellbeing and report any significant changes in behaviour to the parent. Parents will be signposted to relevant services and organisations for support for the whole family.

Parental responsibility

While the law does not define in detail what parental responsibility is, the following list sets out some of the key features of someone holding parental responsibility. These include:

- Providing a home for the child
- Having contact with and living with the child
- Protecting and maintaining the child
- Disciplining the child
- Choosing and providing for the child's education
- Determining the religion of the child
- Agreeing to the child's medical treatment
- Naming the child and agreeing to any change of the child's name
- Accompanying the child outside the UK and agreeing to the child's emigration, should the issue arise
- Being responsible for the child's property
- Appointing a guardian for the child, if necessary
- Allowing confidential information about the child to be disclosed.

Northern Ireland

The Children's (Northern Ireland) Order stresses that parents are to have continued responsibility for their children and continuing involvement in the child or children's upbringing, even if they have separated.

Where two parents with parental responsibility disagree about how these rights are exercised they may apply to the court to determine these issues. Prior to this it is recommended that parents get in touch with a solicitor who practises in family law.

If the parents of a child are married to each other at the time of the birth, or if they have jointly adopted a child, then they both have parental responsibility. Parents do not lose parental responsibility if they divorce, and this applies to both the resident and the non-resident parent.

This is not automatically the case for unmarried parents. According to current law, a mother always has parental responsibility for her child. However, a father has this responsibility only if he is married to the mother when the child is born or has acquired legal responsibility for his child through one of these three routes:

- By jointly registering the birth of the child with the mother (From 1 December 2003)
- By a parental responsibility agreement with the mother
- By a parental responsibility order, made by a court.

Registration

During the registration process we collect details about both parents including who has parental responsibility, as this will avoid any future difficult situations.

We request these details on the child registration form. If a parent does not have parental responsibility, or has a court order in place to prevent this, we must have a copy of this documentation for the child's records.

If a child is registered by one parent of a separated family, we request disclosure of all relevant details relating to the child and other parent such as court orders or injunctions. This will make sure we can support the child and family fully in accordance with the policy set out below.

We will:

- Ensure the child's welfare is paramount at all times they are in the nursery
- Comply with any details of a court order where applicable to the child's attendance at the nursery where we have seen a copy/have a copy attached to the child's file
- Provide information on the child's progress, e.g. learning journeys, progress checks within the nursery, to both parents where both hold parental responsibility

- Invite both parents to nursery events, including parental consultations and social events where both hold parental responsibility
- Ensure any incident or accident within the nursery relating to the child is reported to the person collecting the child
- Ensure that all matters known by the staff pertaining to the family and the parent's separation remain confidential
- Ensure that no member of staff takes sides regarding the separation and treats both parents equally and with due respect
- Not restrict access to any parent with parental responsibility unless a formal court order is in place or where both parents are in mediation that a signed copy of any access agreement is held by us signed by both parents. We respectfully ask that parents do not put us in this position.

We ask parents to:

- Provide us with all information relating to parental responsibilities, court orders and injunctions
- Update information that changes any of the above as soon as practicably possible
- Work with us to ensure continuity of care and support for your child
- Not involve nursery staff in any family disputes, unless this directly impacts on the care we provide for the child
- Talk to the manager/manager away from the child when this relates to family separation in order to avoid the child becoming upset. This can be arranged as a more formal meeting or as an informal chat
- Not ask the nursery to take sides in any dispute. We will only take the side of your child and this will require us to be neutral at all times.

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 unit.

Statement of Intent

Sleepy Hollow believes

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

Procedure

- Sleepy Hollow facilitates regular in house training and is able to 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 afterschool 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.
- Sleepy Hollow 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 their employment.
- 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.
- Sleepy Hollow works along side training providers such as Belfast Metropolitan College, Childcare Partnership, Early Years, Playboard and the 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 their units.

TOILETING/INTIMATE CARE POLICY

'part of intimate/personal care'

Here at Sleepy Hollow we believe that no child should be left unassisted in the case of a toileting accident.

We believe that:

Children should be encouraged to become independent when toileting prior to starting our setting which will be at the earliest the July prior to starting Primary one.

If the child's underwear or clothes are damp/soiled in any way as a result of a toileting accident, children will be given the opportunity to get changed immediately. Any damp or soiled clothes will be double bagged 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.

We ask parents to ensure children are sent in with spare clothes, particularly during school holidays.

If a child is soiled and we don't have a appropriate change of clothes, or we feel the child needs a complete wash which cannot be accommodated in the setting we will telephone the carer or parent to come immediately so the child isn't left distressed as a result of the accident.

We will always act in a discreet manner in relation to toileting accidents.

TRANSPORT POLICY

Principle

We like to ensure that children are getting a varied program of activities whilst in our setting and this includes visits to places of interest and to link in with our monthly themes.

Procedures

Records are kept of all company owned vehicles in which children are transported including insurance and details of all named drivers.

All vehicles are appropriate insurance cover and all drivers have an up to date Driver Licence, Vehicle Road Tax, MOT or PSV if required.

Child safety seats or booster seats are correctly installed and seat belts are worn at all times.

Any vehicles used from contracted providers are suitable and meet the current road traffic legislation

A risk assessment is carried out for all outings (see separate policy).

Parental consent is required prior to taking children on transport.

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 be observant at all times to ensure high standards of care to all children. Whilst we expect all our colleagues, both internal and external, to be professional at all times 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.

Sleepy Hollow prides itself on its caring and safe environment and has high standards in relation to all aspects of the care of children. This includes 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.

Early Years Teams Contact Details

Belfast Trust Units:

Everton Complex, 585-587 Crumlin Road, Belfast, Co Antrim, BT14 7GB
Tel: 028 9504 2811

Referral Number 02890 507000 (Single Point of Entry Team)
Regional Emergency Social Work Services (02895 049999)

Northern Trust Units:

Route House, Route Complex, 8e Coleraine Road, Ballymoney, Co Antrim, BT53 6BP
Tel: 028 2766 1340
Ballymena Office: 028 2563 5111
Carrick Office: 028 93315112

Referral Number 0300 1234 333 (Single Point of Entry Team)
Regional Emergency Social Work Services (02895 049999)

South Eastern Trust Trust Units:

Grove House, Antrim Road, Ballynahinch, Co Down, BT24 8BA
Tel: 028 4451 3807

Referral Number 0300 100 0300 (Single Point of Entry Team)
Emergency Duty Service: (028) 9056 5444
Regional Emergency Social Work Services (02895 049999)