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# CAMPERDOWN CHILDRENS NURSERY LIMITED

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POLICIES AND PROCEDURES

# Our Policies and Procedures

The purpose of our policies and procedures is to help guide the actions of all individuals involved in Camperdown Nursery. They ensure and endorse the well-being of all families, children, staff, volunteers, and anyone who is connected to the nursery. Our policies and procedures have been considered and, most importantly, implemented, to provide common understanding and agreement on how things should be done. Policies are the rules by which the setting operates, and procedures provide clear instructions and guidelines on what should/must be done in a particular set of circumstances. This is an interactive document with links within the contents page to lead you to individual policies.

Our policies and procedures help new staff and families to familiarise themselves with the service's practices and gives them information about what to expect from the service. These policies are continuously used in practice and are regularly reviewed to ensure that they are fully compliant with legislation and meet all the needs of our nursery stakeholders. The nursery's policies and procedures are based on the principles of the United Nations Convention on the Rights of the Child and support the UNCRC (Incorporation) (Scotland) Bill 2021. The rights of all children in our care take precedence over everything and will always be our top priority.

Compliance of our policies and procedures is contractually binding by all nursery stakeholders as per our nursery terms and conditions and staff contracts.

For the purposes of these policies, the term 'parents' refers to people with parental responsibilities (set out in section 1(3) of the Children (Scotland) Act 1995) and others who care for or look after children or young people. A person with 'parental responsibilities' refers to someone with the rights and responsibilities that parents have in law for their child.

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## AIMS AND OBJECTIVES

At Camperdown we take an active approach to learning, and value learning through play. We adopt an ethos of play and to support this we have created a natural environment which flows from indoors to outdoors to promote the children's creativity, imagination, and curiosity. Opportunities for children to take risks and challenge themselves through play is supported and encouraged by the staff team. We value each child's learning journey and progression as unique; this ensures we meet every child's learning goal whilst valuing their individuality, views and opinions. We see parents/carers as key assets to their child's learning and strive to develop a positive relationship, where we can share children's learning and achievements.

### Our Ethos of Play

Camperdown nursery recognises the importance of all the children having sufficient time and space to play freely as part of their day. Recent research has enabled us to understand that to children, playing is one of the most important aspects of their lives, especially in the early years, where children achieve more learning through play. For some children nursery offers their only regular opportunity to play with friends. Playing contributes to children's learning and their ability to learn, as well as their health, wellbeing, and happiness. The nursery will offer children play opportunities that support children's wellbeing indicators – being safe, healthy, achieving, nurtured, active, respected, responsible, and included. We have adults who guide the learning through playful, rich experiential learning activities. We see the outdoor area as an extension to the indoor area and recognise that all areas of the curriculum can be achieved outdoors. When we refer to the nursery environment, we consider this as both our outdoor and indoor space together and operate free flow, which means children can move between both areas freely, as they choose, throughout the day and in all weathers, except during snack times and mealtimes. Our nursery environment as a whole is designed to promote inclusion through a range of experiences.

We will aim to make a positive contribution to children's lives by providing for a broad range of play opportunities within the nursery environment. This includes mud kitchens, messy play, sand pits, water play, continuously available art supplies like paint, glue etc. Children will naturally create and/or seek out challenging situations, while making the most of their play some children may get dirty or wet. Children love this and it is all part of great quality learning through play. Please ensure that your child does not come to nursery in "good" clothes and that they always have a change of clothes available. We will never interrupt or disturb focussed play because a child is getting too dirty or wet.

In the nursery we recognise that children need a degree of risk, challenge and adventure in order to grow and develop. We also recognise that any potential risk of harm to children needs to be balanced with the benefits that may come from playing. We ensure all areas are safe and secure through regular checks and use risk-benefit assessments to support and encourage children to challenge themselves and evaluate their own risks. This type of play allows children to explore and find their own boundaries in a safe environment with supportive early learning and childcare practitioners, without making the environment non-challenging and sterile. The nursery believes that adults' attitude towards, and understanding of, children's play will have a significant effect on the quality of the play opportunities offered in nursery. The nursery will therefore seek out training opportunities and offer support to staff so that they are confident to facilitate children's freely chosen, self-directed play. The nursery will ensure that the environment promotes flexibility in offering choices and we will carefully select resources that are good quality and open ended and which capture interest to create moments which spark children's play and help children to develop in a variety of ways, including independence, exploration and investigative skills, risk taking and self-esteem, all of which support children to develop skills now and for the future.

## ADMISSIONS

Camperdown Nursery is registered for 24 children between the ages of 2 and not yet attending primary school. This is in accordance with the legal space requirements from the Care Inspectorate and is the overriding policy in respect of admissions.

When allocating a place at the nursery the following is considered: -

- Availability of places, considering the staff/child ratios, the age of the child and the registration requirements
- The nursery will try to offer a place to brothers/sisters of children who already have a space in the nursery.
- An enquiry form must be completed and once the application is received where possible extra weight is given to those who have been on the waiting list longest.
- To ensure business sustainability a child requiring a full-time or full day place may have preference over one requiring a part-time or half day place regardless of when the application was submitted.
- Extenuating circumstances affecting the child's welfare or the welfare of his/her family.
- We operate an inclusion and equality policy and ensure that all children have access to nursery places and services, where available, irrespective of gender, race, religion, or sexual orientation of parents.
- Prior to a child attending nursery, parents must complete and sign a contractual registration form. These forms provide the nursery with personal details relating to the child. For example, name, date of birth, address, emergency contact details, parental responsibilities, dietary requirements, collection arrangements, fees and sessions, contact details for parents, doctor's contact details, health visitor contact details, allergies,

parental consent, vaccinations etc. In accordance with our data protection policy this information will only be used to meet children's needs and shared with staff on a need-to-know basis. This information will not be shared with any third parties without parent's prior permission, except in Child Protection issues. The information provided will be kept in a locked cabinet in the office.

Admissions policy was reviewed on	Signed on behalf of the nursery	Date for next review
1 <sup>ST</sup> March 2025	L. Dunning	March 2026

## TRANSITIONS

Transition is an adjustment over time to new contexts outside the family, where babies and children experience changes to their social environment, to their routines, to what is expected of them and to the relationships they have with others in new situations. During these transitions we need to ensure that there is continuity and similarity of approach and be responsive to the needs of children and families. Staff are trained to observe their key children and as such will be sensitive to any changes in their behaviour and personality. We respectfully ask that parents/carers inform us of any changes in the home environment that may impact on their child so staff can be aware of the reasons behind any potential changes in the child's behaviour. Some examples of main transitions that young children and babies may experience are outlined below, although approaches may change according to context and situation and in response to a child's needs: -

- Starting nursery
- Arrival at, and collection from, nursery
- Starting school or moving nurseries
- Family breakdowns
- New siblings
- Moving home
- Bereavement

### Starting Nursery and Settling-In

We work in partnership with parents and carers, so everyone becomes familiar with the setting and the children settle quickly. Staff will have an awareness of the different stages of attachment and use this knowledge to support children and families. We know children learn best when they are healthy, safe and secure, we build positive relationships with parents to ensure we can meet children's individual needs and help them settle quickly into nursery life.

Our settling-in procedures include: -

- Providing parents/carers with a welcome pack before they start which includes policies and procedures, room handbooks and relevant information sheets. This includes photo books of the setting including photos of the staff for the child to share at home.
- Scheduling an initial opportunity for both parent/carer and child to visit the nursery for about an hour. This will give the child a chance to explore their surroundings and for parents/carers to familiarise themselves with the nursery, meet with the staff and discuss the child's care arrangements. Working with parents/carers to gather information about the child's interests, likes and dislikes before the child starts attending, and having their favourite things available at settling in sessions e.g., their favourite story or resource.
- Planning settling in visits and introductory sessions. These will be provided free of charge dependent on individual needs, age and stage of development and in consultation with parents.
- Reassuring parents/carers whose children seem to be taking a long time settling into the nursery and working with them. Occasionally children may find it harder to settle at nursery. In these instances, the nursery will work together with the parents/carers to delay the starting date and increase the frequency of settling sessions.
- Providing regular updates and photos of the children settling into nursery.

### Welcoming Children on Arrival

When you and your child arrive at the nursery at the start of each session you will be welcomed by a member of staff at the front door. This is an opportunity for parents/carers to inform staff of any information they may need relating to their child's care. Parents/carers can either come into the nursery setting to help their children with settling into their

nursery day or the children can be taken by a member of staff and encouraged to hang up coats and bags independently and settled in the playroom at an activity of their choosing by a member of staff.

## Collecting Children

At the end of each nursery session parents/carers will be given admittance to the nursery by a member of staff. At this point you will receive a verbal handover by a member of staff about your child's nursery day. If the child is not to be collected by the parent or carer at the end of the session, an agreed procedure must be followed to identify the nominated adult. A description from the parent/carers, photo identification and a password are also required where possible for the nominated adult if not already known to staff. No child should be handed over to anyone other than the known parent/carers unless an agreement has been made at the time of arrival. In case of any emergency such as a parent/carers being delayed and arranging for a third party to collect a child, the parent/carers should give the nominated adult the agreed procedure and contact the nursery about the arrangements as soon as possible. If in any doubt the nursery will check the person's identity by ringing the child's parent, carer or their emergency contact number (please refer to the late collection policy).

During collection there are opportunities to discuss the child's day, e.g., meals, sleep time, activities, interests, progress, and friendships. If staff are busy with children and a lengthy discussion is required, then a mutual convenient time will be agreed when staff can give parents/carers their full attention. Any accidents or incidents should be notified to the parent/carers and the appropriate records signed before departure. On departure, the child register must be immediately marked to show that the child has left the premises. When collecting your child please ensure that your child remains in the playroom until such times as you can accompany your child out of the nursery. Please do not allow your child to exit nursery premises unsupervised.

## Adults arriving under the influence of alcohol or drugs

Should any adult arrive under the influence of alcohol or drugs then the child will not be released into their care. It is the policy of the nursery to contact the child's main carers in the first instance, or one of the child's emergency contacts should the main carers not be reached. If no responsible adult can collect the child, we will follow Child Protection procedures and call Social Services.

## Late collection/non collection

The nursery is open Monday – Friday 8am – 6pm. All parents are informed of procedures to follow if they expect to be late (late collection will incur a fee of £60.00). These include:

- Calling the nursery as soon as possible to advise of their situation.
- Asking a designated person to collect their child wherever possible.
- Informing the nursery of this person's identity so the nursery can talk to the child if appropriate. This will help to reduce or eliminate the distress that may be caused by this situation.
- If the designated person is not known to the nursery staff the parent/carers must provide a detailed description of this person, including their date of birth where known. This designated person must know the individual child's safety password for the nursery to release the child into their care. This is the responsibility of the parent/carers.

If a child has not been collected from the nursery after a reasonable amount of time (10 minutes) has been allowed for lateness, the following procedure will be initiated by staff:

- The nursery manager will be informed that a child has not been collected. The manager will check for any information regarding changes to normal routines, parent/carers' work patterns or general information. If there is no information recorded, the parents/carers will be contacted on the numbers provided for their mobile, home or work. If this fails, the emergency contacts will then be contacted as per the child's records
- The manager/staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times, staff ratios must be met and planned for accordingly.
- If the parents/carers have still not collected the child and no contact has been made the manager will telephone all contact numbers available every 5 minutes until contact is made. These calls need to be logged on a full incident record.
- In the event of no contact being made after 30 minutes has lapsed, the person in charge will ring the Social Services Emergency Duty Team
- The Care Inspectorate will also be advised of the situation as soon as convenient.
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child.
- The child's welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process.
- In order to provide this care, the parents will be charged a standing charge of £60.00 for late collection. Then a further £60 for every additional half hour.

## Starting school

Starting school is an important transition and some children may feel anxious or distressed. The nursery will do all it can to facilitate a smooth move and minimise any potential stresses. We have a variety of methods that support this:

- The nursery will provide a variety of resources that relate to the school, e.g., uniform to dress up in, a role play area set up as a school classroom, photographs of all the schools the children may attend. This will help the children to become familiar with this new concept and will aid the transition.
- Where possible visits to the school will be planned. The staff will initiate conversations about the school with their key children who are due to move to school and discuss what they think may be different and what may be the same. They will talk through any concerns the child may have and initiate activities or group discussions relating to any issues to enable these to be overcome.
- The nursery will ensure a comprehensive report is produced on every child starting school to enable teachers to have a good understanding of every child received. This will include their interests, strengths and level of understanding and development in key areas. This will support continuity of care and early learning.
- Bespoke and/or enhanced transition arrangements for children who may need extra support during the transition.
- Holding a “starting school” information evening.
- We will celebrate each child's time at nursery by holding a leaving party graduation.

## Bereavement

Nursery children and their families may experience grief and loss of close family members or friends whilst with us in the nursery. We understand that this is not only a difficult time for families, but it may also be a confusing time for young children, especially if they have little or no understanding of why their parents/carers are upset and why this person is no longer around. We aim to support both the child and their family and will adapt the following procedure to suit their individual needs and wants:

- We ask that if there is a loss of a family member or close friend that the parents inform the nursery as soon as they feel able to. This will enable us to support both the child and the family wherever we can and helps us to understand a potential change in behaviour in a child who may be grieving themselves.
- The key person and/or the manager on duty will talk with the family to ascertain what support is needed or wanted from the nursery. This may be an informal discussion or a meeting away from the child to help calm a potentially upsetting situation.
- The child may need extra support or one-to-one care during this difficult time, the nursery will adapt their staffing arrangements, so they are fully supported by the most appropriate member of staff on duty, preferably the child's key worker.
- The nursery will be flexible wherever possible to adapt the sessions the child and family may need during this time.
- The death of family pets is also an area that children and their families may need support with. We will follow the above procedure wherever it is appropriate to support the child to understand their loss and support their emotions through this time.

## Separated Family

When parents/carers separate it can be a difficult situation for all concerned. The nursery understands that emotions may run high, and this policy lays out how the nursery will support the child and their family within the nursery. We feel this policy will support all parties in this transition including our staff team.

## Parental Responsibility

While the law does not define in detail what parental responsibility is, it is the parent's responsibility to ensure the health and well-being of the child. The following list sets out the key roles:

- 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.

In Scotland a father has parental responsibility if he is married to the mother when the child is conceived, or any time after that date. An unmarried father has parental responsibility if he is named on the child's birth certificate (from 4 May 2006). Alternatively, unmarried fathers can also be named following a re-registration of the birth.

## Nursery Registration

During the registration process it is important for the nursery to collect details about both parents/carers and who has parental responsibility, as this will avoid difficult situations that may arise later. The nursery requests that all details are logged on the child registration form. If a parent/carer does not have parental responsibility or has a court order in place to prevent this, the nursery needs a copy of this documentation for the child's records. If a child is registered by one parent of a separated family, the nursery requests that all details relating to the child and other parent are disclosed wherever possible, e.g., court orders, injunctions. This will allow the nursery to have all the appropriate information to support the child fully.

The nursery will:

- Ensure the child's welfare is paramount in all operations relating to their time within the nursery.
- Comply with any details of a Court Order where they are applicable to the nursery's situation, provided the nursery has seen a copy/has a copy attached to the child's file.
- Provide information on the child's progress within the nursery, e.g., learning journeys and progress checks to both parents.
- Invite both parents to nursery events, including parental consultations and social events.
- 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 shall remain confidential.
- Ensure that no member of staff takes sides in the separation and treats both parents equally and with due respect.
- The nursery cannot restrict access to any parent with parental responsibility unless a formal Court Order is in place. 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/key worker away from the child when this relates to family separation to avoid the child becoming upset. This can be arranged as a more formal meeting or as an informal chat.
- Not ask 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.

## Moving home and new siblings

These are normally two events that parents/carers will have advance notice of, and we ask that parents/carers let the nursery know about these events so we can support the child to be ready for this. We will spend time talking to the child and providing activities that may help the child to act out any worries they have, e.g., through role play, stories and discussions.

## Child Absence

Where a child is expected to attend nursery and has not appeared in the morning, and where no advance notification has been provided, parents/carers will be contacted by telephone by 10.30am for morning sessions and by 2.30pm for afternoon sessions. If the nursery is not able to contact parents/carers the nursery will immediately move on to the other telephone numbers on your child's emergency contact list, so please advise the other people on your child's emergency contact list of this procedure. **N.B. If the Nursery is unable to establish a child's whereabouts, despite their best endeavours, the nursery will report to the child's health visitor as per the Child Protection Policy or if there is a welfare concern then the absence will be reported to the Social Services Duty Team.**

The contact will only be on the first day of an absence, and it will be the responsibility of the parents/carers to notify the Nursery when the child is returning. Parents and carers also have the responsibility to ensure that the contact information held by the Nursery is accurate and up to date. For prolonged absences the Nursery Manager/Staff will use their judgment, based on the circumstances, as to how often to make check-up calls. As a guide this should be on a twice weekly basis. Fees remain payable for any nursery absences including sickness and holidays.

This policy was adopted on	Signed on behalf of the nursery	Date for review
1 <sup>st</sup> March 2025	L. Dunning	March 2026

# PARENTS AS PARTNERS POLICY

## Parental Engagement, Parental Involvement and Family Learning

At **Camperdown Nursery** we believe all parents, carers and staff need to work together in close partnership for children to receive the quality of care and early learning to meet their individual needs. We welcome parents/carers as partners and support a two-way sharing of information that helps establish trust and understanding. We are committed to supporting parents and carers in an open and sensitive manner to be an integral part of the care and early learning team within the nursery. Working together ensures we can meet the individual needs of the family and child and provide the highest quality of care and education.

For the purposes of this policy, the term 'parents' refers to people with parental responsibilities (set out in section 1(3) of the Children (Scotland) Act 1995) and others who care for or look after children or young people. A person with 'parental responsibilities' refers to someone with the rights and responsibilities that parents have in law for their child.

## Parental Engagement

It is widely documented that parental engagement leads to better educational outcomes and we recognise parents/carers are children's primary educators. Our priorities and our approach should be guided by the needs and interests of the child and their family, and the key worker system fosters strong partnerships with all families. It employs strategies that actively support and encourage every parent/carer to participate meaningfully in their child's learning and development journey. We ask parents and carers to contribute to the initial assessment of a child's starting point on entry and they are kept well informed about their child's progress. We encourage parents/carers to support and share information about their child's learning and development at home and staff will seek to engage them in guiding their child's development at home too. The key worker system ensures all practitioners use effective, targeted strategies and interventions to support learning that match most children's individual needs. Our policy is to:

- Recognise and support parents/carers as their child's first and most important educators and to welcome them into the life of the nursery
- Generate confidence and encourage parents/carers to trust their own instincts and judgement regarding their own child
- Welcome all parents and carers into the nursery at any time and provide an area where parents/carers can speak confidentially with us as required
- Ensure nursery documentation and communications are provided in different accessible formats to suit all needs, e.g. Braille, multi-lingual, electronic communications
- Ensure that all parents/carers are aware of the nursery's policies and procedures. A detailed parent prospectus will be provided which includes an electronic copy of our full policy documents. This will ensure they are always available to parents/carers. There will also be a hard copy available in the nursery cloakroom and a soft copy on the nursery website [www.camperdownnursery.com](http://www.camperdownnursery.com).
- Maintain regular contact with parents/carers to help us to build a secure and beneficial working relationship for the children
- Support parents/carers in their own continuing education and personal development including helping them to develop their parenting skills and inform them of relevant conferences, workshops and training, where required
- Create opportunities for parents/carers to talk to other adults in a secure and supportive environment through such activities as open days, parents' evenings and a parents' forum
- Inform parents/carers about the range and type of activities and experiences provided for children, the daily routines of the setting, the types of food and drinks provided for children and events through monthly newsletters, our closed Facebook page, the nursery website [www.camperdownnursery.com](http://www.camperdownnursery.com) and through face-to-face communication.
- Operate a key worker system to enable parents/carers to establish a close working relationship with a named early learning and childcare practitioner and to support two-way information sharing about each child's individual needs, both in nursery and at home. Parents/carers are given the name of their child's key worker when the child starts and updates as they transition through the setting
- Inform parents/carers on a regular basis about their child's progress and involve them in shared record keeping. Parent/carers' evenings are held at least twice a year. The nursery consults with families about the times of meetings to avoid excluding anyone
- Actively encourage parents/carers to contribute to children's learning through sharing observations, interests and experiences from home. This may be verbally, sharing photographs or in written form by email or by contributing to learning journals
- Agree the best communication method with parents/carers e.g. email, face-to-face, telephone and share information about the child's day, e.g. food eaten, activities, sleep times, etc.
- Consider and discuss all suggestions from parents/carers concerning the care and early learning of their child and nursery operation
- Provide opportunities and support for all parents/carers to contribute their own skills, knowledge and interests to the activities of the nursery (see parental involvement policy)
- Inform all parents/carers of the systems for registering queries, compliments, complaints or suggestions, and to check that these systems are understood by families

- Make sure all parents/carers have access to our written complaint's procedure
- Share information about the Curriculum for Excellence, young children's learning in the nursery, how families can further support learning at home and where they can access further information
- Provide a written contract between the parent(s) and carer(s) and the nursery regarding conditions of acceptance and arrangements for payment
- Respect the family's religious and cultural backgrounds and beliefs and accommodate any special requirements wherever possible and practical to do so
- Inform parents/carers how the nursery supports children with additional needs for learning and disabilities
- Find out the needs and expectations of parents/carers. We will do this through regular feedback via questionnaires, suggestion system and encouraging parents/carers to review working practices. We will evaluate any responses and use these to promote nursery practice, policy and staff development.

## Parental Involvement

At **Camperdown Nursery** we believe that parental involvement contributes enormously and is essential to ensure we operative effectively. Parents and carers are welcome to come to the setting at any time to spend time with the children in the playroom, assist with activities and become involved in the overall support network we provide for children and their families. Our policy is to:

- Welcome all parents to the nursery
- Ensure that all parents have opportunities to contribute their own skills, knowledge and interests, e.g. music, languages, drama or other activities
- Ensure that parents are welcomed, included and involved in the daily life of the nursery. Parents/carers are welcome to stay and play at the nursery whenever they wish
- Give all parents/carers the opportunity to contribute to the policies and procedures review process
- Give all parents/carers the opportunity to express their views and for those views to be listened to and taken account of through different methods including community meetings, questionnaires, parent liaison officer, suggestion box and through technology
- Ensure that all parents/carers are fully informed about meetings, conferences, workshops and training through displays on the noticeboard, newsletters, on our website and by email
- Invite parents/carers to take part in nursery visits and outings (where possible).

## Family Learning and Learning at Home

We aim to encourage, where possible, family learning activities at home. The home learning environment is the combination of everything children and their families do, and the spaces children have access to that affects their development and learning. This includes the opportunities children have to play and interact with books, objects and everyday experiences to help them make sense of their world. More importantly children's interactions with people who provide the love, security, encouragement, conversation and positive role models can help them to thrive. A good home learning environment encourages family members to learn together, embedding positive attitudes to learning, to be curious, and to develop in confidence.

Children are naturally curious and need to explore their world. As they grow, they will become more independent and ask lots of questions. As such, family learning activities can also be specifically designed to enable parents/carers to learn how to support their children's learning. The time that your family spends talking together is very important for your child's development and wellbeing. With a focus on intergenerational learning, this is a powerful method of engagement and learning which can foster positive attitudes towards life-long learning, promote socio-economic resilience and challenge educational disadvantage. To promote family learning we aim to:

- Offer guidance to families on how to support their child's learning.
- To share ideas for home activities for developmental next steps on the learning journals.
- Share activity ideas, resources, and learning materials with parents/carers, such as simple craft ideas, storytelling prompts, or outdoor exploration tasks. Providing guidance on what children are learning at the nursery helps parents/carers understand how they can support similar learning experiences at home.
- Host workshops for parents/carers on topics like early literacy, numeracy, and play-based learning techniques. These sessions can offer hands-on tips and practical tools that parents/carers can use at home to extend learning.
- Introduce fun home learning challenges related to current themes in the nursery, like "find five different shapes around your home" or "grow a plant and observe changes." Children can share their experiences with their peers at the nursery, promoting a sense of accomplishment and connection.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
<i>1st March 2025</i>	<i>L. Dunning</i>	<i>March 2026</i>

## ENVIRONMENTAL SUSTAINABILITY POLICY

We wish to support children to learn about sustainable practices and foster respect and care for the living and non-living environment. Children are able to develop positive attitudes and values about sustainable practices by exploring solutions to environmental issues, learning about the world around them and how to protect it, and watching adults role model sustainable practices.

We promote a holistic, open-ended curriculum, which explores ideas and practices for environmental sustainability, and helps children understand the interdependence between people and the environment by:

- Helping children to explore nature through art and play
- Supporting children to experience the natural environment through natural materials like wood, stone, sand and recycled materials
- Supporting the environment by learning how to grow and nurture plants in the nursery garden and discovering all about the food cycle by growing and harvesting food.
- Helping children to learn about water conservation, energy efficiency and waste reduction through play-based activities and adult interactions
- Going on nature walks and learning about plants they see in the local area
- Encouraging parents/carers and children to walk to nursery once a week/month to raise the awareness of caring for the planet
- Developing a recycling area and encouraging children to share recycling ethos into the home environment, including that of food waste

As a nursery, we will embed sustainability into all aspects of the operations including:

- Recycling materials for art and creative activities and encouraging parents to bring in their recycling materials for the same use
- Considering our carbon footprint when purchasing materials
- Shopping local where possible
- Turning off equipment and lights when not in use
- Using energy saving light bulbs
- Not leaving any equipment on standby
- Unplugging all equipment at the end of its use/the day
- Composting food waste
- Incorporating water-wise strategies such as ensuring taps are turned off and leaks fixed
- Using rainwater butts for outdoor water play
- Recycling water from the water play to water plants outside
- Using food that we have grown in nursery for snacks or meals

Working together with all our parents and partners will help our environment to be more sustainable and make it a better place for our future generations to grow up in. We assess our nursery's impact on the environment on a regular basis and put procedures in place to counteract this impact. In order to encourage children not to waste food or to play with food at mealtimes, we discourage the use of food as a play material; instead, we encourage activities that involve preparing and tasting different types of food.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
<i>1<sup>st</sup> March 2025</i>	<i>L. Dunning</i>	<i>March 2026</i>

## HEALTH AND SAFETY

We provide and maintain safe and healthy working conditions, equipment, and systems of work for all our employees and a safe early learning environment in which children learn and are cared for. To develop and promote a strong health and safety culture within the nursery for the benefit of all staff, children, and parents/carers, we provide information, training and supervision. We also accept our responsibility for the health and safety of other people who may be affected by our activities.

The allocation of duties for safety matters and the arrangements which we will make to implement our health and safety procedures are set out within this policy and we make sufficient resources available to provide a safe environment.

### Legal framework

We follow all relevant legislation and associated guidance relating to health and safety within the nursery including:

- [Health and Safety at Work etc. Act 1974 \(legislation.gov.uk\)](#) and [Control of Substances Hazardous to Health \(COSHH\) - HSE](#)
- The requirements of the [Health and Social Care Standards: my support, my life - gov.scot \(www.gov.scot\)](#)
- Any guidance provided by NHS Health Scotland and Public Health Network.

## Aims and Objectives

The aim of this policy statement is to ensure that all reasonably practical steps are taken to ensure the health, safety and welfare of all persons using the premises.

To achieve this, we will actively work towards the following objectives:

- Establish and maintain a safe and healthy environment throughout the nursery including outdoor spaces.
- Establish and maintain safe working practices amongst staff and children.
- Plan for ensuring safety and the minimising of risks to health in connection with the use, handling, storage and transport of hazardous articles and substances.
- Ensure the provision of sufficient information, instruction, and supervision to enable all people working in or using the nursery to avoid hazards and contribute positively to their own health and safety and to ensure that staff have access to regular health and safety training.
- Maintain a healthy and safe nursery with safe entry and exit routes.
- Formulate effective procedures for use in case of fire and other emergencies and for evacuating the nursery premises. Practice this procedure on a regular basis to enable the safe and speedy evacuation of the nursery.
- Maintain a safe working environment for pregnant workers or for workers who have recently given birth, including undertaking appropriate risk assessments.
- Maintain a safe environment for those with special educational needs and disabilities and ensure all areas of the nursery are accessible (wherever practicable).
- Provide a safe environment for students or trainees to learn in
- Encourage all staff, visitors, and parents/carers to report any unsafe working practices or areas to ensure immediate response by the management.

We believe the risks in the nursery environment are low and we will maintain the maximum protection for children, staff, and parents/carers. The nursery will:

- Ensure all entrances and exits from the building, including fire exits are clearly identifiable and always remain clear.
- Regularly check the premises room by room for structural defects, worn fixtures and fittings or electrical equipment and take the necessary remedial action.
- Ensure that all staff, visitors, parents, carers and children are aware of the fire procedures and regular fire drills are carried out.
- Have the appropriate fire detection and control equipment which is checked regularly to make sure it is in working order.
- Ensure that all members of staff are aware of the procedure to follow in case of accidents for staff, visitors and children.
- Ensure that all members of staff take all reasonable action to control the spread of infectious diseases and wear protective gloves and clothing where appropriate.
- Ensure there are suitable hygienic changing facilities (see infection control policy)
- Prohibit smoking on the nursery premises.
- Prohibit any contractor from working on the premises without prior discussion with the officer in charge.
- Encourage children to manage risks safely and prohibit running inside the premises unless in designated areas.
- Risk assess all electrical sockets and take appropriate measures to reduce risks where necessary and ensure no trailing wires are left around the nursery.
- Ensure all cleaning materials are placed out of the reach of children and kept in their original containers.
- Wear protective clothing when cooking or serving food.
- Prohibit certain foods within the nursery that may relate to children's allergies, e.g., peanuts.
- Follow the EU Food Information for Food Consumers Regulations (EU FIC). These rules are enforced in the UK by the Food Information Regulations 2014 (FIR). We identify the 14 allergens listed by EU Law that we use as ingredients in any of the dishes we provide to children and ensure that all parents are informed.
- Follow the allergies and allergic reactions policy for children who have allergies.
- Ensure risk assessments are undertaken on the storage and preparation of food produce within the nursery.
- Familiarise all staff and visitors with the position of the first aid boxes and ensure all staff are appropriately first aid trained.
- Provide appropriately stocked first aid boxes and check their contents regularly.
- Ensure children are always supervised.
- Ensure no student or volunteer is left unsupervised at any time.

## Health and Safety Officer

The designated Health and Safety Officer in the nursery is **Stephanie Veitch**. The manager has overall and final responsibility for this policy being carried out. The nursery owner will be responsible in his/her absence. All employees have the responsibility to cooperate with the manager to achieve a healthy and safe nursery and to take reasonable care of themselves and others. Neglect of health and safety regulations/duties will be regarded as a disciplinary matter (see separate policy on disciplinary procedures). Whenever a member of staff notices a health or

safety problem which they are not able to rectify, they must immediately report it to the appropriate person named above. Parents/carers and visitors are requested to report any concerns they may have to the Manager or owner.

Daily contact, staff meetings and health and safety meetings provide consultation between management and employees. This will include health and safety matters.

## Health and safety arrangements

- All staff are responsible for general health and safety in the nursery.
- Risk assessments will be conducted on all areas of the nursery, including rooms, activities, outdoor areas, resources, and cleaning equipment.
- These are reviewed at regular intervals and when arrangements change.
- All outings away from the nursery (however short) will include a prior risk assessment – more details are included in our outings policy.
- All equipment, rooms and outdoor areas will be checked thoroughly by staff before children access them or the area. These checks will be recorded and initialled by the staff responsible. Unsafe areas will be made safe/removed from the area by this member of staff to promote the safety of children. If this cannot be achieved the manager will be notified immediately.
- We provide appropriate facilities for all children, staff, parents/carers and visitors to receive a warm welcome and provide for their basic care needs, e.g., easy to access toilet area and fresh drinking water.
- The nursery will adhere to the Control of Substances Hazardous to Health Regulation (COSHH) to ensure all children, staff, parents/carers, and visitors are safe in relation to any chemicals we may use on the premises.
- All staff and students will receive appropriate training in all areas of health and safety which will include risk assessments, manual handling and fire safety. We may also use benefit:risk assessments for particular activities and resources for children.
- We have a clear accident and first aid policy to follow in the case of any person in the nursery suffering injury from an accident or incident.
- We have a clear fire safety policy and procedure which supports the prevention of fire and the safe evacuation of all persons in the nursery.
- We review accident and incident records to identify any patterns/hazardous areas.
- All health and safety matters are reviewed informally on an ongoing basis and formally every six months or when something changes. Staff and parents/carers will receive these updates, as with all policy changes, as and when they happen.
- Staff and parents/carers can contribute to any policy through the suggestion scheme and during the regular meetings held at nursery.

## Supervision of children policy

At **Camperdown Nursery** we have suitable staffing arrangements to meet the needs of all children and ensure their safety. The nursery manager is responsible for all staff, students and relief staff receiving information on health and safety policies and procedures in the nursery in order to ensure that children are supervised adequately at all times, whether children are in or out of the building, including eating, through:

- Appropriately deploying staff members, meeting the ratio and qualification requirements, to ensure children's needs are met and continuing to monitor this across the setting regularly. This includes informing parents and carers about staff deployment and, when relevant and practical, involving them in these decisions
- Making sure that every child is always within the sight and/or hearing of a suitably vetted member of staff
- Completing registers as soon as children enter and leave the premises and carrying out head counts throughout the day
- Risk assessing activities, experiences and equipment to ensure children are not exposed to unnecessary risks, including removal of potential choking hazards and fully supervising any activities that may pose this risk
- Taking special care when children are using large apparatus e.g. a climbing frame, and when walking up or down steps/stairs
- Supporting children to identify, minimise and manage risks in their play
- Making sure staff recognise and are aware of any dangers relating to bushes, shrubs and plants when on visits/outdoors
- Supervising children at all times when eating
- Never leaving children unattended during nappy changing times
- Supervising children carefully when using scissors or tools, including using knives in cooking activities where this is required
- Increasing staff: child ratios during outings to ensure supervision and safety (please refer to Outings policy)

## Lost child procedure from nursery

We take all reasonable steps to ensure the safety of children on the premises. We only release children into the care of individuals who have been notified to us by the parent (see collection from nursery). We have safety systems in

place to ensure that children do not leave the premises unsupervised. In the unlikely event of a child going missing within or from the nursery, we have the following procedure, which will be implemented immediately:

- All staff will be aware of the procedure when a child goes missing and supply information to support the search, e.g. a recent photograph and a detailed description of clothing
- The nursery manager will be informed immediately and all staff present, will be informed. Some staff will be deployed to start an immediate thorough search of the nursery, followed by a search of the surrounding area, whilst ensuring that some staff remain with the other children, so they remain supervised, calm and supported throughout
- The manager will call the police as soon as they believe the child is missing and follow police guidance. The parents of the missing child will also be contacted
- A second search of the area will be carried out
- During this period, available staff will be continually searching for the missing child, whilst other staff maintain as near to normal routine as possible for the rest of the children in the nursery
- The manager will meet the police and parents
- The manager will then await instructions from the police
- In the unlikely event that the child is not found the nursery will follow the local authority and police procedure
- Any incidents must be recorded in writing as soon as practicably possible including the outcome, who was lost, time identified, notification to police and findings
- The Care Inspectorate will be contacted and informed of the incident
- With incidents of this nature parents, carers, children and staff may require support and reassurance following the traumatic experience, management will provide this or seek further support where necessary
- In any cases with media attention, staff will not speak to any media representatives
- Post-incident risk assessments will be conducted following any incident of this nature to limit any chance of recurrence.

## Safe Environment – Safety Checks

Written checks are carried out by staff daily on the premises, indoors and outdoors, and all equipment and resources before the children access any of the areas. All staff are constantly aware of the nursery environment and always monitor safety.

## Risk Assessments

The nursery formulates written risk assessments of any potential risks and hazards to children. Staff and visitors, at the nursery. These are reviewed every 6 months or when circumstances change in the nursery, e.g., a significant piece of equipment is introduced. All staff are trained in the risk assessment process to ensure understanding and compliance. All outings away from the nursery are individually risk assessed. For more details refer to the outings policy.

Risk assessments document the hazard/risks of the environment, who could be affected, existing controls, the seriousness of the risk/injury, any further action needed to control the risk, who is responsible for what action, when/how often will the action be undertaken, and how this will be monitored and checked and by whom.

## Maintenance and Cleaning

The Nursery Owner endeavors to ensure that the nursery is kept in a good state of decoration and repair. The Staff at the nursery are trained to inform the Nursery Manager of any repairs that are required. These are noted in the nursery repairs book, and it is the responsibility of the Nursery Owner to ensure that arrangements are made to complete these repairs. There is a cleaning rota for staff to complete which ensures all play equipment is monitored to be kept clean and well maintained in the nursery. Equipment that has fallen into a poor state of repair is disposed of immediately. The nursery premises are cleaned daily by a dedicated cleaner, using special cleaning materials for killing germs and bacteria. The following safety inspections are carried out on a regular basis using the noted contractors: -

Inspection	Contractor	Duration
Fire Alarms	CSG Limited	Annually
Fire Appliances	Forth Fire Protection	Annually
Electrical Appliances	UK Safety Assurance	Annually
Electrical Installation	By certified electrician	Every Five Years
Environmental Health	ELC Environmental Health	Annually
Pest Control	Graham Environmental	Every 2 months
Fire Risk Assessment	Staff	Annually/On-going

## Electrical Equipment and Installation

All electrical cables are kept out of the reach of children wherever possible and are at heights on the wall out with the reach of children. All electrical equipment undergoes portable appliance testing on an annual basis (PAT). Electrical installations are tested every 5 years.

## Room Temperatures

Staff should be aware of room temperatures in the nursery and should ensure that they are always suitable. There is a thermometer in the playroom to ensure this is monitored. Staff must always be aware of the dangers of young children being too warm or too cold. Temperatures should not fall below 16°C and should not rise above 28°C.

## Water Supplies

A fresh drinking supply is available and accessible to all children, staff, and visitors. All hot water taps accessible to children are thermostatically controlled to ensure that the temperature of the water does not exceed 40°C.

## Dangerous Substances

All dangerous substances including chemicals are kept out of children's reach. All substances are kept in their original containers with their original labels attached. Safety Data Sheets (COSHH) and risk assessments are kept for all substances and the appropriate personal protection taken e.g., gloves and aprons when in use.

## Security

The nursery aims to provide a safe, secure, and healthy environment for all children staff and visitors to the Nursery. There is an entry bell on the arrival gate, where parents need to be given access by staff. The nursery door is securely locked, and parents and visitors are admitted and let out by a member of staff. The outdoor area is fully enclosed, and the garden gates remain locked when children are in the garden at nursery. Children are always supervised within and out with the nursery. Parents are asked to securely close the nursery gate when entering and exiting the property and are reminded not to give access to anyone else.

## Equipment and Resources

We believe that high-quality care and early learning is promoted by providing children with safe, clean, stimulating, age and stage appropriate resources, toys, and equipment.

To ensure this occurs within the nursery we will:

- Provide play equipment and resources which are safe and, where applicable, conform to the BS EN safety standards or Toys (Safety) Regulation (2011)
- Provide enough equipment and resources for the number of children registered in the nursery.
- Provide resources to meet children's individual needs and interests.
- Provide resources which promote all areas of children's learning and development.
- Select books, equipment and resources which promote positive images of people of all races, cultures, ages, gender, and abilities, are non-discriminatory and do not stereotype.
- Provide play equipment and resources which promote continuity and progression, provide sufficient challenges, and meet the needs and interests of all children.
- Store and display resources and equipment where all children can independently choose and select them.
- Check all resources and equipment before first use to identify any potential risks and again regularly at the beginning of every session and when they are put away at the end of every session. We repair and clean or replace any unsafe, worn out, dirty or damaged equipment whenever required.
- Evaluate the effectiveness of the resources including the children's opinions and interests.
- Encourage children to respect the equipment and resources and tidy these away when play has finished. This is into a designated place via the use of silhouettes or pictures the children can match the resource to.

## Hot Drinks and Food

No hot drinks, hot food, canned drinks, crisps or sweets to be kept or consumed in the nursery playroom. It is important that we model healthy eating, and staff should not be seen to be drinking or eating anything that could not be shared by all service users in the room.

## Fire Drills

Fire drills will be held every two months. These drills will be carried out at different times of the day to ensure evacuations are possible under different circumstances. During these drills full emergency evacuation procedures will be carried out. New members of staff or any person entering the nursery will be fully trained in evacuation procedures

as part of their induction training. It is the responsibility of the Manager and Staff to ensure that the children know what to do in the event of a fire alarm. All fire drills and alarm tests are recorded and filed accordingly.

## Emergency Evacuation

Should it be necessary to implement an emergency evacuation the following procedures will be carried out: -

- Nursery staff will escort all children out of the building, via the safest exit, to the assembly point at the end of the nursery lane.
- One member of the nursery staff will take with them the daily register and sign-in sheet and the emergency contact lists.
- Another member of staff will check the toilets.
- Where possible close all doors behind you.
- Once all the children have been accounted for at the assembly point, we will wait for the all clear before returning to the building.
- Staff should not return to the building under any circumstances.

If you are arriving to collect your child from the nursery and hear the alarm sounding in the building, please do not enter. Your child will have already been safely evacuated. Please wait at the side of the nursery entrance but not blocking access until all clear is received. Should the emergency prove to be more than a drill, children will be escorted to the Pennypit Centre where parents will be contacted to collect their child.

## Sun care policy

The nursery is committed to ensuring that all children are fully protected from the dangers of too much sun and UV rays. Severe sunburn in childhood can lead to the development of malignant melanoma (the most dangerous type of skin cancer) in later life. We follow guidance from the weather and UV level reports and use the following procedures to keep children safe and healthy in the sun: -

Children must have a clearly named sun hat which will be always worn whilst outside in sunny weather. The hat will preferably be of legionnaires design (i.e., with an extended back and side to shield children's necks and ears from the sun).

- Children must have their own labelled sun cream named and dated for staff to apply. This enables children to have sun cream suitable for their own individual needs.
- Staff will keep a record of each child's sun cream and its expiry date. Sun cream which is out of date will be returned to parents/carers who will be asked to provide a replacement. Sun cream containing nut-based ingredients will not be allowed in the setting.
- Parents/carers will be asked to consent to the application of sun cream on the nursery registration form.
- Children will always have sun cream applied before going outside in the sun and at frequent intervals during the day.
- Staff will encourage children to apply their own suncream (under supervision) or staff will apply wearing clean disposable gloves for each child. At no time will there only be one member of staff present when doing this.
- Children with no suncream will not be permitted to go outside when UV levels are high.
- Children need light-weight cotton clothing suitable for the sun, with long sleeves and long legs if prone to sunburn.
- Children's safety and welfare in hot weather is the nursery's prime objective so staff will work closely with parents to ensure all appropriate cream and clothing is provided.
- Staff will make day-to-day decisions about the length of time spent outside dependent on the strength of the sun (UV levels). Shaded areas will be provided to ensure children are still able to go outside, cool down or escape the sun.
- Children will be encouraged to drink cooled water more frequently throughout sunny or warm days which will be accessible both indoors and out.
- Staff will be available to work with the parents of children to decide and agree on suitable precautions to protect children from burning.

## Vitamin D

Sunlight is important for the body to receive vitamin D. We need vitamin D to help the body absorb calcium and phosphate from our diet. These minerals are important for healthy bones, teeth and muscles. Our body creates vitamin D from direct sunlight on our skin when we are outdoors. At nursery, we find the right balance to protecting children from sunburn by following the NHS guidance, link below. The benefits are discussed with parents and their wishes followed with regard to the amount of sun cream applied.

<https://www.nhs.uk/live-well/seasonal-health/sunscreen-and-sun-safety/#:~:text=Sun%20safety%20tips&text=spend%20time%20in%20the%20shade%20between%2011am%20and%203pm,take%20extra%20care%20with%20children>

## Emergency Closure and Critical Incident

At Camperdown Nursery we understand we need to plan for all eventualities to ensure the health, safety, and welfare of all the children we care for. With this in mind, we have a critical incident policy in place to ensure our nursery can operate effectively in the case of a critical incident. These include:

- Adverse Weather
- Flood
- Fire
- Burglary
- Abduction or threatened abduction of a child.
- Bomb threat/terrorism attack
- National outbreaks of infection/health pandemics
- Any other incident that may affect the care of the children in the nursery.

If any of these incidents affect the ability of the nursery to operate, we will contact parents/carers via phone or email at the earliest opportunity, e.g., before the start of the nursery day. Should the nursery be assessed as unsafe through a critical or any other incident then we will follow our contingency plan. The nursery manager will notify The Care Inspectorate in the event of a critical incident

### Adverse Weather

In the event of adverse weather during a nursery day then the duty manager will take the decision as to whether to close the nursery. This decision will consider the safety of the children, their parents/carers and the staff team. In the event of a planned closure during the nursery day we will contact all parents/carers to arrange for collection of their children. The nursery will do its utmost to keep the nursery running in adverse weather, but should we have to close following safety advice, in this instance, fees would still be payable.

In the event of staff shortages due to adverse weather we will contact all available off duty staff and/or agency staff. If we are unable to maintain statutory ratio requirements after all avenues are explored, we will contact the Care Inspectorate to inform them of this issue, recording all details in our incident file. If we feel the safety, health or welfare of the children is compromised then we will take the decision to close the nursery, again in this instance, fees would still be payable.

### Flood

There is always a danger of flooding from adverse weather conditions or through the water/central heating systems. We cannot anticipate adverse weather; however, we can ensure that we take care of all our water and heating systems through regular maintenance and checks to reduce the option of flooding in this way. If flooding occurs during the nursery day, the nursery manager will decide based on the severity and location of this flooding, and it may be deemed necessary to follow the same procedures as the fire evacuation procedure.

### Fire

Please refer to the Fire safety policy.

### Burglary

The management of the nursery follow a lock up procedure, which ensures all doors, and windows are closed and locked before vacating the premises. The manager or most senior member of staff on site will always check the premises as they arrive in the morning. Should they discover that the nursery has been broken into they will follow the procedure below:

- In an emergency dial 999, or non-emergency dial 101, with as many details as possible, i.e., name and location, details of what you have found and emphasise this is a nursery, and children will be arriving soon.
- Contain the area to ensure no-one enters until the police arrive.
- Where it is safe to do so, the staff will direct parents and children to a separate area as they arrive. If all areas have been disturbed staff will follow police advice This may include temporary short-term closure and/or following relocation procedures wherever necessary to ensure the safety of the children
- The manager on duty will help the police with enquiries, e.g., by identifying items missing, areas of entry etc.
- A manager will be always available during this time to speak to parents, reassure children and direct enquiries.
- Management will assess the situation following a theft and ensure parents/carers are kept up to date with developments relating to the operation of the nursery.

## Abduction or threatened abduction of a child.

We have secure safety procedures in place to ensure children are safe while in our care, including taking reasonable steps to ensure that children do not leave the premises unsupervised and to prevent unauthorised persons entering the premises. Staff are always vigilant and report any persons lingering on nursery property immediately. All doors and gates to the nursery are locked and cannot be accessed unless staff members allow individuals in. Parents/carers are reminded on a regular basis not to allow anyone into the building whether they are known to them or not. We also have visual reminders about closing the door behind them to prevent tailgating (another person accessing entry behind them). Visitors and general security are covered in more detail in the supervision of visitor's policy.

Children will only be released into the care of a designated adult; see the arrivals and departures policy for more details. Parents/carers are requested to inform the nursery of any potential custody proceedings or family concerns as soon as they arise, so the nursery can support the child. The nursery will not take sides in relation to any custody arrangements and will remain neutral for the child. If an absent parent/carer arrives to collect their child, the nursery will not restrict access **unless** a court order is in place. Parents/carers are requested to issue the nursery with a copy of these documents should they be in place. We will consult our solicitors about any concerns over custody and relay any information back to the parties involved.

If a member of staff witnesses an actual or potential abduction from nursery, we have the following procedures that are followed immediately:

- The staff member will notify management immediately and the manager will take control, dialling 999 and requesting the police, instructions from the emergency response team will be followed.
- The parent(s)/carer(s) will be contacted.
- All other children will be kept safe and secure, reassured and calmed where necessary.
- The police will be given as many details as possible including details of the child, description of the abductor, car registration number if used, time and direction of travel if seen and any family situations that may have resulted in this abduction.
- Any incidents must be recorded in writing as soon as practicably possible including the outcome, who was abducted, time identified, notification to police and findings.
- In the unlikely event that the child is not found, the nursery will follow the local authority and police procedure.
- The Care Inspectorate will be contacted and informed of any incidents.
- With incidents of this nature parents, carers, children, and staff may require support and reassurance following the traumatic experience. Management will provide this or seek further support where necessary.
- In any cases with media attention, staff must not speak to any media representatives.
- Post-incident risk assessments will be conducted following any incident of this nature to reduce the chance of reoccurrence.

## Bomb threat/terrorism attack

If a bomb threat is received at the nursery, the person taking the call will record all details given over the phone as soon as possible and raise the alarm or contact emergency services as soon as the phone call has ended. The management will follow the fire evacuation procedure and guidance from the emergency services to ensure the safety of all on the premises. The person who took the call will provide as much detail to the emergency services as possible. The Care Inspectorate will be notified. With incidents of this nature parents, carers, children, and staff may require support and reassurance following the traumatic experience. Management will provide this or seek further support where necessary.

## National outbreaks of infection or health pandemics

In the event of a national outbreak of a health pandemic, we will follow the Government health advice and guidance, legal advice, and advice from our insurance provider. The setting will remain open as long as we have sufficient staff to care for the children. Depending on the nature of the pandemic, we will follow all advice and implement measures to ensure that risks to vulnerable children and staff are minimised. This may include excluding infected children, staff, parents, carers or family members from the setting for a set period of time to prevent the spread of infection. This decision will be made in consultation with parents/carers, staff, legal advice, and our insurance provider. Each case will be reviewed on an individual basis.

## Any other significant incidents

The manager on duty will manage all incidents and all staff will co-operate with any emergency services on the scene, where applicable. The fire evacuation procedure will be followed for any other incident that requires an emergency evacuation. Other incidents e.g., no water supply, will be dealt with on an individual basis considering the effect on the safety, health and welfare of the children and staff in the nursery. If there is an incident outside of the nursery building and it is safer to stay inside the building will put into place the lockdown procedure. Emergency advice would be taken.

## Lock down procedure

We will use the lock down procedure when the safety of the children and staff is at risk and we will be better placed inside the current building, with doors and windows locked. We will activate this emergency procedure in response to several situations, but some of the more typical might be:

- A reported incident or disturbance in the local community (with potential to pose a risk to staff and children in the nursery)
- An intruder on the nursery site (with potential to pose a risk to staff and children in nursery)
- A warning being received regarding a risk locally, of air pollution (smoke plumes, gas cloud etc.)
- A major fire or explosion in the vicinity of the nursery – as long as it is safer staying in the premises than leaving the building.

In this case the staff will be notified by the following action:

- The Manager/Person in Charge or Office Administrator will inform staff to implement the lock down procedure. All individuals (including children) will remain in the area they are in, if safe to do so. If the children are outside, staff are to promptly and calmly direct children into the building, if this will not endanger them. Staff will make efforts to close and lock doors wherever safe to do so. All individuals will keep away from the windows and doors and children will be occupied in the centre of the room, so they are not placed at risk or are able to see any situation developing outside.
- The manager will ensure all children, staff and visitors are accounted for and safe before returning to the office area to keep up to date with the current situation via updates. The manager on duty will manage the situation dependant on the circumstances and the information available. If the nursery is in immediate danger of an intruder, the police will be called immediately as a matter of urgency. In other cases where the situation has been alerted by the police or local area authority then the nursery will await further instructions. Once the all clear has been given externally the Manager will issue the all clear internally. After this time the staff will try to return to normal practice to enable the children not to be disrupted or upset by the events.
- Any children showing worries or concerns will have one to one time with their key person to talk about these. Parents/carers will be informed about the situation at the earliest safest opportunity and will be kept updated when the information changes. After the event a post-incident evaluation will be conducted to ensure that each child and staff member was supported fully, and the procedure went as planned.

## Contingency Plan

Camperdown Childrens Nursery Ltd is currently a financially viable entity. Should this situation change then every effort will be made to respond to any financial concerns and the provider will contact their local authority to investigate avenues of support. If, however, the company is no longer sustainable then a decision will be made to cease trading. In this situation, the provider will aim to give 3 months' notice of their intention to close the business to all service providers, the Care Inspectorate, and the Local Authority. Support will be given to parents and carers to ensure that children secure alternative care and support and to staff members to find other employment. Should the provider require financial assistance during this 3-month period then that will be provided by Childsplay Childrens Nursery Ltd.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
<i>1<sup>st</sup> March 2025</i>	<i>L. Dunning</i>	<i>March 2026</i>

## OUTINGS AND VISITS POLICY

Sometimes, as part of the Camperdown learning experience, we will escort the children on a range of walks, visits and outings off the premises. We believe that this enhances and complements the learning opportunities inside the nursery environment and extends the children's learning experiences. Local walks to the library, shops or park do not require parents or carers to sign a permission slip, however we ask for prior signed permission on your application form, to take the children out of the nursery for walks and outings. Separate parental permission will be sought for outings that are further afield or require using organised or local transport. Outings must be arranged in time to ensure these permission slips are signed.

### Outings Procedures

Visits and outings are carefully planned to use the following guidelines, whatever the length or destination of the visit:

- A senior member of staff will always carry out a pre-visit checklist, full risk assessment and outings plan before the outing to assess the risks or hazards that may arise for the children, and identify steps to be taken to remove, minimise and manage those risks and hazards. We will endeavour, where possible, to visit the venue prior to the visit. This will ensure that the chosen venue is appropriate for the age, stage and development of the children
- Written permission will always be obtained from parents before taking children out

- We provide appropriate staffing levels for outings dependent on an assessment of the safety and the individual needs of the children
- At least one member of staff will hold a valid and current paediatric first aid certificate and this will be increased where risk assessment of proposed activity deems it necessary
- We designate one member of staff to be the outing leader. This is likely to be the most senior member of staff attending and it will be their role to take the lead in the event of any emergencies or incidents
- A fully stocked first aid box will always be taken on all outings along with any special medication or equipment required
- A completed trip register together with all parent/carer and staff contact numbers will be taken on all outings
- Regular headcounts will be carried out throughout the outing. Timings of headcounts will be discussed in full with the nursery manager prior to the outing
- All staff will be easily recognisable by other members of the group; they will wear the nursery uniform and high visibility vests/jackets
- Children will also wear high visibility vests/jackets, so they are easily recognised.
- A fully charged mobile phone will be taken as a means of emergency contact (*staff are reminded of the mobile phone policy and personal calls and messaging is not permitted during the trip*)
- In the event of an accident, staff will assess the situation. If required, the group will return to nursery immediately and parents will be contacted to collect their child. In the event of a serious accident, an ambulance will be called at the scene, as well as parents being contacted. One member of staff will accompany the child to the hospital, and the rest of the group will return to the nursery.

There may be opportunities for parents to assist on outings. All volunteers assisting on trips will be provided with a Volunteer Code of Conduct document beforehand. Any nursery outings are optional and may incur an additional cost to parents/carers. If a parent/carer does not wish their child to attend the outing, then alternative arrangements for care will be made. Should it not be possible due to all staff attending the outing an alternative day of nursery will be offered.

### Risk assessment/outings plan

All outings, walks and visits are fully risk assessed and outing plans completed. A copy of this risk assessment and plan will be taken on the outing and one will be left at nursery. This plan will include details of:

- The name of the designated person in charge - the outing leader
- The name of the place where the visit will take place
- The estimated time of departure and arrival
- The number of children, age range of children, the ratio of staff to children, children's individual needs and the group size
- The equipment needed for the trip, i.e. first aid kit, mobile phone, coats, safety reins, pushchairs, rucksack, packed lunch, etc.
- Staff contact numbers
- Method of transportation and travel arrangements (including the route)
- Emergency procedures
- The name of the designated first aider and the first aid provision
- Links to the child's learning and development needs.

### Use of vehicles for outings

- All staff members shall inform parents/carers in advance of any visits or outings involving the transportation of children away from the nursery
- The arrangements for transporting children will always be carefully planned and where necessary additional people will be recruited to ensure the safety of the children. This is particularly important where children with disabilities are concerned
- All vehicles used in transporting children are properly licensed, inspected and maintained.
- All vehicles used are fitted to the supplier's instructions with sufficient numbers of safety restraints appropriate to the age/weight of the children carried in the vehicle. Any minibuses/coaches are fitted with 3-point seat belts
- When we use a minibus, we check that the driver is over 21 years of age and holds a Passenger Carrying Vehicle (PCV) driving licence. This entitles the driver to transport up to 16 passengers
- When children are being transported, we maintain ratios.

When planning a trip or outing using vehicles, records of vehicles and drivers including licenses, MOT certificates and business use insurance are checked. If a vehicle is used for outings the following procedures will be followed:

- Ensure seat belts, child seats and booster seats are used if required
- Ensure the maximum seating is not exceeded
- All children will be accompanied by a registered member of staff
- No child will be left in a vehicle unattended
- Extra care will be taken when getting into or out of a vehicle
- The vehicle will be equipped with a fire extinguisher and emergency kit containing warning triangle, torch, blankets, wheel changing equipment etc.

## Lost Child from Nursery Outing

Regular head counts are carried out on children throughout the outing. In the extremely unlikely event of a child going missing, whilst on an outing we have the following procedure, which we implement immediately:

- All staff are aware of the procedure when a child goes missing and supply information to support the search, e.g. a recent photograph and a detailed description of clothing
- The designated person in charge or most senior member of staff is informed immediately and all staff present will be informed. Some staff will be deployed to start an immediate and thorough search of the area, ensuring that all other children remain supervised, calm and supported throughout
- If appropriate, on-site security will also be informed and a description given
- The designated person in charge or most senior member of staff will immediately inform the police
- The designated person in charge or most senior member of staff will then inform the nursery who will contact the child's parents giving details of what has happened. If the whole nursery is on an outing, all contact details will be taken on the trip by the person in charge
- During this period, some staff will continue searching for the missing child, whilst other staff maintain the safety and welfare of the remaining children
- It will be the responsibility of the designated person in charge or most senior member of staff to ensure that there are adequate staff to care for the children and get them back safely, a member of staff to meet the police and someone to continue the search (this may mean contacting relief staff)
- Any incidents must be recorded in writing as soon as practicably possible including who was lost, time identified, notification to police, the outcome and findings
- In the unlikely event that the child is not found, the nursery will follow the local authority and police procedures
- The Care Inspectorate will be contacted and informed of any incidents
- With incidents of this nature parents, carers, children and staff may require support and reassurance following the traumatic experience. Management will provide this or seek further support where necessary
- In any cases with media attention, staff must not speak to any media representatives
- Post-incident risk assessments will be conducted following any incident of this nature, reducing the chance of reoccurrence.

This policy was adopted on	Signed on behalf of the nursery	Date for review
1 <sup>st</sup> March 2025	L. Dunning	March 2026

## ANIMAL HEALTH AND SAFETY

We recognise the value animals and pets can bring to the emotional needs of children and adults. Caring for pets also gives children the opportunity to learn how to be gentle and responsible for others and supports their learning and development.

### Nursery Pets

- A full documented risk assessment is completed, including considerations for children with any allergies
- All pets are homed in an appropriate and secure area of the setting, with areas that are quiet with space away from the children, when needed
- Only staff have responsibility for cleaning out the animals (where applicable). Protective equipment such as gloves and aprons are used
- We ensure all pets have had all of their relevant vaccinations, are registered with the vet and are child-friendly
- Pets are not allowed near food, dishes, worktops or food preparation areas. Children will wash their hands with soap and water after handling animals and will be encouraged not to place their hands in their mouths while pets are being handled. The staff will explain the importance of this to the children
- Children will be encouraged to leave their comforters and dummies away from the animals to ensure cross-contamination is limited.

### Pets from home

- If a child brings a pet from home to visit the nursery as a planned activity, parents and carers of all children who will be in contact or in the same area as the pet are informed. We obtain written permission from parents to ensure no child has an allergy or phobia. We complete a full, documented risk assessment prior to the pet visiting and analyse any risks before this type of activity is authorised
- Pets are not allowed near food, dishes, worktops or food preparation areas. Children will wash their hands with soap and water after handling animals and will be encouraged not to place their hands in their mouths during the activity. Staff will explain the importance of this to the children
- Children are encouraged to leave their comforters and dummies away from the animals to ensure cross-contamination is limited.

### Visits to farms

- A senior member of staff must make a site visit before an outing to a farm can be arranged. We check that the farm is well-managed, that the grounds and public areas are as clean as possible and that suitable first aid arrangements are in place. Animals should be prohibited from any outdoor picnic areas
- We check that the farm has suitable washing facilities, appropriately signposted, with running water, soap and disposable towels or hot air hand dryers
- We will ensure that there is an adequate number of adults to supervise the children, considering the age and stage of development of the children
- We will explain to the children that they will not be allowed to eat or drink anything, including crisps and sweets, or place their hands in their mouths, while touring the farm because of the risk of infection and explain why the children should be given the reasons for this
- We will ensure suitable precautions are in place where appropriate e.g. in restricted areas such as near slurry pits or where animals are isolated.

### During the visit

- If children are in contact with, or feeding animals, we will warn them not to place their faces against the animals or put their hands in their own mouths afterwards, and explain why
- We will encourage children to leave comforters (e.g. soft toys and blankets) and dummies either at nursery, in the transport used or in a bag carried by a member of staff to ensure cross-contamination is limited
- After contact with animals and particularly before eating and drinking, we will ensure all children, staff and volunteers wash and dry their hands thoroughly. If young children are in the group, hand washing will be supervised. We will always explain why the children need to do this
- Meals, breaks or snacks will be taken well away from the areas where animals are kept, and children will be warned not to eat anything that has fallen on the ground.
- We will ensure children do not consume unpasteurised produce, e.g. milk or cheese
- Manure or slurry presents a particular risk of infection and children will be warned against touching it. If they do touch it, we will ensure that they thoroughly wash and dry their hands immediately
- We will ensure all children, staff and volunteers wash their hands thoroughly before departure
- We will ensure footwear and clothing is as free as possible from faecal materials.

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# FOOD AND NUTRITION POLICY

A healthy and positive attitude towards food and nutrition is a long-term investment in children's health. This policy, and its accompanying procedures, ensure that children are supported in developing healthy eating practices and choices and embedding these for life. This policy and the supporting procedures have been written to reflect the guidance from: -

- Setting the Table - Nutritional guidance and food standards for early years childcare providers in Scotland (NHS Health Scotland 2024) <https://www.gov.scot/publications/setting-table-guidance/>
- Food Matters – Care Inspectorate 2019 <https://hub.careinspectorate.com/how-we-support-improvement/quality-improvement-programmes-and-topics/food-matters/#:~:text=The%20Care%20Inspectorate%20is%20committed,impact%20on%20their%20health%20outcomes.>
- Fun First Foods - NHS Health Scotland (2014) <https://publichealthscotland.scot/media/23386/fun-first-foods-oct2023-english.pdf>
- Infection Prevention and Control in Childcare Settings: September 2018 <https://publichealthscotland.scot/media/21979/2018-05-infection-prevention-control-childcare.pdf>

The main aims of our procedures are to ensure that: -

- Children are provided with positive healthy eating experiences to promote their wellbeing. The mealtimes are happy, social occasions for children and staff alike. Positive interactions should be shared at these times and enjoyed.
- We offer the children healthy, nutritious, and balanced meals and snacks which meet individual needs and requirements.
- Fresh drinking water will be constantly available and frequently offered to children. In hot weather staff will encourage children to drink more water to keep them hydrated
- Individual dietary requirements will be respected. We will gather information from parents regarding their children's dietary needs including allergies. Where appropriate we will carry out a risk assessment in the case of allergies and work alongside parents to put into place an individual diet plan for their child
- Staff will show sensitivity in providing for children's diets and allergies. They would not use a child's diet or allergy as a label for the child, or make a child feel singled out because of her/his diet or allergy.
- Encouraging children to develop positive attitudes towards food through learning opportunities within the nursery.

## Meals and Snacks

- We serve a balanced and nutritious lunch and two daily snacks, one snack in the morning and one snack in the afternoon. We avoid large quantities of fat, sugar, salt and artificial additives, preservatives and colourings. Menus include at least 5 servings of fresh fruit and vegetables per day.
- Lunches are provided by an outside catering company that specialise in children's meals. The caterers use the latest thermal food transportation equipment to ensure that the food is hot and ready to serve.
- Menus are planned in advance, rotated on a 5-day, 4-week cycle basis. The menu is displayed in the children's cloakroom. The menu is reviewed regularly to ensure that we continually meet the nutritional needs of children. Parents are informed of any changes.
- The menu will reflect cultural diversity and variation. Occasionally we will change the daily snack to reflect a special occasion, a celebration and/or cultural event or festival. Parents will be informed of this beforehand.
- Parents of children who are on special diets or who have allergies will be asked to complete a care plan. Our catering company will prepare a substitute meal, closely reflecting the meal for that day, to suit each individual dietary requirement. (For further information please see our allergy policy).

## Mealtimes and Routines

- Morning snack is served between 9-9.30am and afternoon snack is served between 3.00-3.30. We follow a 5-day, 4-week rotating menu and ensure that snacks contain fruit and/or vegetables and a starchy food to ensure variety and a range of nutrients and adequate calories. There is a variety of choices set out to help young children choose independently.
- Lunch is served between 11.45 and 12.00pm. Lunch will be kept, and offered, for those children who attend a funded afternoon session.
- Afternoon snacks are substantial and provide adequate calories to ensure children are satisfied until evening family meals at home.

## Drinks and Hydration

- Children are provided with water at lunchtime and a choice of milk or water at snack times.
- In the playroom there is a water dispenser available throughout the day for children to help themselves. Children will be encouraged to drink water at intervals throughout the day to stay hydrated.
- In line with the Setting the Table guidance fruit juice, vegetable juice, smoothies, flavoured milk, fruit juice combinations and diluting juice (including no added sugar or sugar free versions) will not be served at any time in childcare settings due to their high free sugar content and/ or sweet taste.

## Sociable Eating Environment

It is important to us that we provide a nurturing, social, calm, and relaxed eating experience for the children, where they are supported to make appropriate choices, to enjoy the food they are offered and take part in social interaction with staff and other children.

We eat lunch together in the playroom. The tables are set with knives and forks, tablecloths, flowers, napkins, water jugs, name cards and menu cards. Children of different ages are mixed to encourage positive role modeling including using real cutlery and crockery, pouring their own water, and displaying good table manners.

## Encouraging Good Eating Habits

Young children will often decide whether they want to eat or not, how much they want to eat and when and how they eat. Making decisions about the food they eat is all part of the process of developing healthy eating habits and developing a healthy relationship with food. We will encourage children to experiment and to try a variety of foods and accept differing tastes and textures. To encourage good eating habits, we will: -

- Respect each child's independence - occasionally skipping a meal will not hurt a healthy child. If a child refuses to eat, we will remove the food without fuss after a reasonable time, if the child is going home after lunch, we will not offer an alternative. If the child is a full day, they will be offered a substitute of a piece of fruit (e.g. banana, apple etc.) and two crackers/rice cake/oat cake, after lunch has finished and the other children have left the table. If refusing meals happens on a regular basis, we will discuss this with the parent/carer and discuss ways of encouraging eating.
- We will never force a child to eat or punish a child for not eating. Children will never be bribed to eat more food than they wish by withholding dessert, instead children will be comforted and rewarded with attention and praise.
- If young children are tired, upset or too distracted to eat, they will be given time to sleep or rest and then offered lunch again after.
- Children who are slow eaters will be given time and not rushed.

## Food Safety and Hygiene

At Camperdown it is important that staff are aware of food safety and hygiene, through information availability, training, mentoring and good practice. We have a full health and safety hygiene policy available but in addition to this and to ensure full food safety and hygiene, we will: -

- Ensure that staff in charge of a food activity are, at that time, in charge of the hygiene.
- The nursery follows Cooksafe procedures to ensure correct storage, cooking and serving of food.
- Always ensure children wash their hands with hot soapy water before eating (see hand washing policy)
- No child is ever left alone when eating/drinking to ensure that there is no risk of choking.
- All staff are trained in pediatric first aid.
- We encourage oral hygiene, and all children are provided with a toothbrush to brush their teeth after lunch, following the Childsmile programme.
- All staff who prepare and handle food are competent to do so and receive training in food hygiene which is updated every three years.
- In the very unlikely event of any food poisoning affecting two or more children on the premises, whether or not this may arise from food offered at the nursery, we will inform the Care Inspectorate as soon as reasonably practical and in all cases within 14 days. We will also inform the relevant health agencies and follow any advice given.

## Celebrations and Special Occasions

We value the importance of celebrating special occasions in the nursery. Parents may provide a cake, if they wish, to be shared with the children but this needs to be shop bought and provided in its original packaging so we can ensure that we have full ingredient and allergen information. Occasionally, we have celebratory parties at nursery; Christmas, Halloween, Easter where there will be special treats for the children. These will be provided by the nursery and parents/carers will be informed beforehand.

## Food safety and play

As an eco-school and to support our sustainability message (see environmental sustainability policy) we will not use food in play unless it enhances the opportunities children are receiving from the activity. Examples of this are baking, planting and growing, preparing and tasting food and making explorative, sensory and investigative play materials, such as play dough, gloop, salt dough etc.

When using food in the playroom we will: -

- Ensure choking hazards are checked and avoided.
- We will not use whole jelly cubes for play. If we do use jelly to enhance our play, then all jelly will be prepared with water as per the instructions and then used.

- Ensure small objects such as dried pasta and pulses will only be used for older children and under supervision.
- All allergies and intolerances will be checked, and activities will be adapted to suit all children's needs, so no child is excluded.
- All activities including food will be included on the planning sheets showing all allergens, so all staff and parents are aware of the ingredients.
- Children's allergies will be visible to staff when placing out food play activities to ensure all needs are met.
- Any cooking activities will be checked prior to start to ensure all children are able use all the ingredients based on their individual needs.

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1 <sup>st</sup> March 2025	L. Dunning	March 2026

## ACCIDENTS

At Camperdown Nursery the safety of all children is paramount, and we have measures in place to help to protect children. However sometimes accidents do unavoidably happen. We follow this policy and procedure to ensure that all parties are supported and cared for when accidents or incidents happen. An accident is an unfortunate event or occurrence that happens unexpectedly and unintentionally, typically resulting in an injury, for example tripping over and hurting your knee. An Incident is an event or occurrence that is related to another person, typically resulting in an injury, for example being pushed over and hurting your knee. The circumstances of any accidents or incidents are reviewed with a view to minimising any future risks.

When an accident or incident occurs, we ensure:

- The child is comforted and reassured first.
- The extent of the injury is assessed and, if necessary, a call is made for medical support or an ambulance.
- First aid procedures are carried out, where necessary, by a trained paediatric first aider. It is the aim of Camperdown Nursery that all staff are paediatric first aid trained.
- The person responsible for reporting accidents, incidents or near misses is the member of staff who saw the incident or was first to find the child where there are no witnesses.
- The accident or incident is recorded on an accident/incident form, and it is reported to the nursery manager. Other staff who have witnessed the accident may also countersign the form and, in more serious cases, provide a statement. This should be done as soon as the accident is dealt with, whilst the details are still clearly remembered.
- Parents/carers are shown the accident/incident form and informed of any first aid treatment given. They are asked to sign it the same day, or as soon as reasonably practicable after and are offered a copy of the form.
- The nursery manager reviews the accident/incident forms on a bi-annual basis for patterns, e.g. one child having a repeated number of accidents, a particular area in the nursery or a particular time of the day when most accidents happen or when there is a notable increase in recurring accidents/incidents. Any patterns are investigated by the nursery manager and all necessary steps to reduce risks are put in place.
- The nursery manager reports any serious accidents/incidents to the registered person for investigation for further action to be taken (i.e. a full risk assessment or report under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)).
- Accident and incident forms are kept for at least 7 years and three months.
- Where medical attention is required, a senior member of staff will notify the parent(s) or carer(s) as soon as possible whilst caring for the child appropriately. Where medical treatment is required the nursery manager will follow the insurance company procedures, which may involve informing them in writing of the accident.
- The nursery manager/registered provider will report any accidents of a serious nature to Care Inspectorate and the local authority children's social care team (as the local child protection agency), where necessary. Where relevant such accidents will also be reported to the local authority environmental health department, or the Health and Safety Executive and their advice followed. Notification must be made as soon as is reasonably practical, but in any event within 14 days of the incident occurring. Under the settings duty of candor responsibilities service users will be advised of any accidents or incidents, where appropriate.

Location of accident files: Office filing cabinet

Contact Details:

Organisation	Contact number
Care Inspectorate	<b>0345 600 9527</b>

Local child protection team	<a href="tel:01875824309">01875 824309</a>
Health and Safety Executive	0345 300 9923
Local authority environmental health department	01620 827827
RIDDOR report form	<a href="http://www.hse.gov.uk/riddor/report.htm">www.hse.gov.uk/riddor/report.htm</a>

## Head injuries

If a child has a head injury in the setting, then we will follow the following procedure:

- Comfort, calm and reassure the child.
- Assess the child's condition to ascertain if a hospital or ambulance is required. We will follow our procedure for this if this is required (see transporting children to hospital below).
- If the skin is not broken, we will administer a cold compress for short periods of time in a calm and quiet area. This will continue until the parent/carer arrives to collect their child or the child is showing no sign of concussion and is happy to return to play.
- If the skin is broken, then we will follow our first aid training and stem the bleeding.
- We will always call the parent/carer and make them aware of any head injury and will assess whether a parent or carer needs to collect their child.
- Complete an accident or incident form.
- We will continue to monitor the child and follow the advice on the NHS website as per all head injuries <https://www.nhs.uk/conditions/minor-head-injury/>
- For major head injuries, we will follow our paediatric first aid training and call an ambulance immediately.

## Transporting children to hospital procedure

The nursery manager/staff member must:

- Call for an ambulance immediately if the injury is severe. We will not attempt to transport the injured child in our own vehicles.
- Whilst waiting for the ambulance, contact the parent(s) or carer(s) and arrange to meet them at the hospital.
- Arrange for the most appropriate member of staff to accompany the child taking with them any relevant information such as registration forms, relevant medication sheets, medication and the child's comforter.
- Redeploy staff if necessary to ensure there is adequate staff deployment to care for the remaining children. This may mean temporarily grouping the children together.
- Inform a member of the management team immediately.
- Always remain calm. Children who witness an incident may well be affected by it and need lots of cuddles and reassurance. Staff may also require additional support following the accident.

If a child has an accident that may require hospital treatment but not an ambulance, then we may decide that it is in the best interest of the child to transport children within staff vehicles or a taxi. In this case we will: -

- Request permission from parents/carers
- Consider the age and height of the child, in regards, to will they need a car seat. Further guidance can be found at [www.childcarseats.org.uk/types-of-seat/](http://www.childcarseats.org.uk/types-of-seat/)
- There are some exceptions for needing a child seat depending again on their age. Further guidance can be found at <https://childcarseats.org.uk/the-law/cars-taxis-private-hire-vehicles-vans-and-goods-vehicles>
- Safeguarding of the child is paramount. Wherever practicable and possible transport should be undertaken other than in private vehicles. If the situation requires transportation in a private vehicle, then a designated member of staff should be appointed to plan and provide oversight of all transporting arrangements and respond to any difficulties that may arise. At least one adult additional to the driver should act as an escort. Staff will ensure that their behaviour is safe and that the transport arrangements and the vehicle meet all legal requirements.
- Should a child's health deteriorate during the journey then the car should be stopped in a safe place and an ambulance called immediately.

## First aid

The first aid boxes are in the office and the children's toilet. These are always accessible with appropriate content for use with children. The appointed person responsible for first aid (Nursery Administrator) checks the contents of the boxes on a monthly basis and replaces items that have been used or are out of date. The staff first aid box is kept in the office out of the reach of the children. First aid boxes should only contain items permitted by the Health and Safety (First Aid) Regulations Act 1981 <https://www.hse.gov.uk/pubns/books/l74.htm>. No medication should be kept in the first aid boxes. It is our aim that all the staff are trained in paediatric first aid and this training is updated every three years.

When children are taken on an outing away from our nursery, we will always ensure they are accompanied by at least one member of staff who is trained in first aid. A first aid box is taken on all outings, along with any medication that needs to be administered in an emergency, including inhalers etc.

### Personal protective equipment (PPE)

The nursery provides staff with PPE according to the need of the task or activity. Staff must wear PPE to protect themselves and the children during tasks that involve contact with bodily fluids. PPE is also provided for domestic tasks. Staff are consulted when choosing PPE to ensure all allergies and individual needs are supported and this is evaluated on an ongoing basis.

### Dealing with blood

We may not be aware that any child attending the nursery has a condition that may be transmitted via blood. Any staff member dealing with blood must:

- Always take precautions when cleaning wounds as some conditions such as hepatitis or the HIV virus can be transmitted via blood.
- Wear disposable gloves and wipe up any blood spillage with disposable cloths, neat sterilising fluid or freshly diluted bleach (one part diluted with 10 parts water). Such solutions must be carefully disposed of immediately after use.

### Needle puncture and sharps injury

We recognise that injuries from needles, broken glass and so on may result in blood-borne infections and that staff must take great care in the collection and disposal of this type of material. For the safety and well-being of the employees, any staff member dealing with needles, broken glass etc. must treat them as contaminated waste. If a needle is found the local authority must be contacted to deal with its disposal.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
<i>1<sup>st</sup> March 2025</i>	<i>L. Dunning</i>	<i>March 2026</i>

## SICKNESS AND ILLNESS

At the nursery we promote the welfare of all children. Children should not be at nursery if they are unwell. If a child is unwell it is in their best interest to be in a home environment with adults they know well rather than at nursery with their peers.

To ensure the best welfare of the children within the nursery, we will observe the following procedures: -

- Should a child become ill during their nursery day, parents/carers will be contacted and asked to pick up their child as soon as possible. During this time the child will be cared for in a quiet, calm area by a member of staff they are familiar with.
- Should a child arrive at nursery, who is clearly unwell, then the Manager or Acting Manager have the right to refuse admission. This is non-negotiable.
- Should a child have an infectious disease, such as sickness and diarrhoea, they should not return to nursery until they have been clear for at least 48 hours. We notify the Care Inspectorate where we have any child or staff member with a notifiable disease such as food poisoning or acute meningitis. If a contagious infection is identified in the nursery, parents/carers will be informed to enable them to spot the early signs of this illness. All equipment and resources that may have come into contact with a contagious child will be cleaned and sterilised thoroughly to reduce the spread of infection.
- It is vital we follow the Public Health Scotland guidance on Health protection in children and young people settings, including education. This outlines the exclusion criteria for specific illnesses, e.g., sickness and diarrhoea, measles, and chicken pox to protect other children in the nursery. Please see Appendix 1 or <https://publichealthscotland.scot/publications/health-protection-in-children-and-young-people-settings-including-education/health-protection-in-children-and-young-people-settings-including-education-version-1/overview/>

### Meningitis procedure

If a parent or carer informs the nursery that their child has meningitis, the nursery manager will contact the Infection Control (IC) Nurse for their area, Public Health Scotland and the Care Inspectorate. The IC Nurse will give guidance and support in each individual case. If parents/carers do not inform the nursery, we will be contacted directly by the IC Nurse and the appropriate support will be given. We will follow all guidance given and ensure that the appropriate authority is notified.

### Fever and High Temperature Management

A fever is a high temperature. As a rule, in children, a temperature of over 38°C is a fever. If a child develops a fever whilst at nursery: -

- Parents/carers will be contacted and asked to collect the child from nursery. We will keep the child well hydrated by giving them plenty of cool water to drink. Even if the child isn't thirsty, we will try to get them to drink little and often to keep their fluid levels up.
- Urgent medical advice will be sought if a young child's temperature rises above 40°C, or shows other signs of being unwell i.e., floppy, drowsy or showing cause for concern.

### Transporting children to hospital procedure

If a child needs to attend hospital, we will adhere to the following process.

- If it is not an emergency, parent/carers will be called and asked to take their child to hospital.
- Call for an ambulance immediately if the sickness is severe. DO NOT attempt to transport the sick child in your own vehicle.
- Whilst waiting for the ambulance, contact the parent(s) or carer(s) and arrange to meet them at the hospital. Arrange for the most appropriate member of staff to accompany the child taking with them any relevant information such as registration forms, relevant medication sheets, medication, and the child's comforter.
- Inform a member of the management team immediately.
- Always remain calm. Children who witness an incident may well be affected by it and may need lots of cuddles and reassurance. Staff may also require additional support following the accident.

### Allergies and Allergic Reactions

At Camperdown Nursery we are aware that children can have allergies which may cause allergic reactions. We will follow this policy to ensure allergic reactions are minimised or where possible prevented and staff are fully aware of how to support a child who may be having an allergic reaction.

- Staff will be made aware of the signs and symptoms of a possible allergic reaction in case of an unknown or first reaction in a child. These may include a rash or hives, nausea, stomach pain, diarrhea, itchy skin, runny

eyes, shortness of breath, chest pain, swelling of the mouth or tongue, swelling to the airways to the lungs, wheezing and anaphylaxis.

- An allergy register will be kept in the office, playroom, and kitchen area.
- The nursery manager must carry out a full Allergy Risk Assessment Procedure with the parent/carer prior to the child starting the nursery. The information must then be shared with all staff. A care plan will be formulated for each child with an allergy, this is renewed every 6 months or when there are changes.
- All food prepared for a child with a specific allergy will be prepared in an area where there is no chance of contamination and served on equipment that has not been in contact with this specific food type.
- The manager and parents/carers will work together to ensure a child with specific food allergies receives no food at nursery that may harm them. This may include designing an appropriate menu or substituting specific meals on the current nursery menu.
- If a child has an allergic reaction to food, a bee sting, plant etc. a first aid trained member of staff will act quickly and administer the appropriate treatment. Parents/carers must be informed, and it must be recorded on an incident form.
- If this treatment requires specialist treatment, e.g., an EpiPen, then all members of staff working directly with the child and the manager will receive specific medical training to be able to administer the treatment to each individual child (see EpiPen policy).
- A sick child above all needs their family; therefore, every effort should be made to contact a family member as soon as possible.
- If the allergic reaction is severe a member of staff will summon an ambulance immediately. We WILL NOT attempt to transport the sick/injured child in our own vehicles.
- Staff must always remain calm; children who witness an allergic reaction may well be affected by it and may need lots of cuddles and reassurance.

## Bite and Sting Relief Cream

If any child is stung staff will assess the sting and will remove the sting (if applicable) and apply a cold compress. Parents/carers will be contacted to determine if the child has been stung before and to receive permission to apply bite and sting relief cream (only if parents/carers have previously used) to ensure the child does not have a reaction to the cream. The child will be monitored if they have not been stung before.

## EpiPen

If any child requires to have an **EpiPen** in nursery, then all members of staff will receive specific medical training to be able to administer the treatment to each individual child. Training must be completed before the child starts nursery. **EpiPens** for children must have the child's name clearly written on the original container and kept in a closed box, which is out of reach of all children. Emergency medication, such as inhalers and EpiPens, will be within easy reach of staff in case of an immediate need, but will remain out of children's reach.

## Immunisation and Inoculations

We recognise, where possible, that children are vaccinated in accordance with the government's health policy and their age. If children are not vaccinated, it is the responsibility of the parents/carers to inform the nursery to ensure that children/staff/parents and carers are not exposed to any unnecessary risks of any sort. The nursery manager must be aware of any children who are not vaccinated within the nursery. Parents/carers need to be aware that some children may not be vaccinated in the nursery. This may be due to their age, medical reasons, or parental choice. Our nursery does not discriminate against children who have not received their immunisations and will not disclose individual details to other parents or carers. However, we will share the risks of infection if children have not had immunisations and ask parents/carers to sign a disclaimer. Information regarding immunisations will be recorded on children's registration documents and should be updated as and when necessary, including when the child reaches the age for the appropriate immunisations.

## Epidemic/Pandemics

Should there be an epidemic or pandemic crises Camperdown will constantly monitor any advice provided for families with young children. If you are in any doubt about your child's health, you should always seek medical advice from your doctor. Should there be a crisis Camperdown will try to continue to provide childcare for families. Camperdown will immediately formulate a policy and procedure which will cover all eventualities (see emergency closure policy).

This policy was adopted on	Signed on behalf of the nursery	Date for review
1 <sup>st</sup> March 2025	L. Dunning	March 2026

## MEDICATION POLICY

At Camperdown Nursery we promote the good health of children attending nursery and take necessary steps to prevent the spread of infection (see Sickness and Illness and Infection control policies). If a child requires medicine, we will obtain information about the child's needs for this and will ensure this information is kept up to date.

We follow the Care Inspectorate guidance on the management of medication in day care of children and childminding services when dealing with medication of any kind in the nursery and this is set out below. [https://hub.careinspectorate.com/media/6086/management-of-medication-in-daycare-of-children-and-childminding-services\\_dec-2024.pdf](https://hub.careinspectorate.com/media/6086/management-of-medication-in-daycare-of-children-and-childminding-services_dec-2024.pdf)

### Medication prescribed by a doctor, dentist, nurse or pharmacist

*(Medicines containing aspirin or ibuprofen will only be given if prescribed by a doctor)*

- Prescription medicine will only be given to the person named on the bottle for the dosage stated.
- Early learning and childcare practitioners should not give the first dose of a new medication to a child. Parents should have already given at least one dose to ensure that the child does not have an adverse reaction.
- Medicines must be in their original containers with their instructions printed in English and where possible early learning and childcare practitioners should always read and retain the information which is supplied with the medicine.
- Those with parental responsibility for any child requiring prescription medication should hand over the medication to the most appropriate member of staff who will then note the details of the administration on the appropriate form and another member of staff will check these details.
- Those with parental responsibility must give prior written permission for the administration of every medication. However, we will accept written permission once for a whole course of medication or for the ongoing use of a particular medication under the following circumstances:
  1. The written permission is only acceptable for that brand name of medication and cannot be used for similar types of medication, e.g., if the course of antibiotics changes, a new form will need to be completed.
  2. The dosage on the written permission is the only dosage that will be administered. We will not give a different dose unless a new form is completed.
  3. Parents must notify us **IMMEDIATELY** if the child's circumstances change, e.g., a dose has been given at home, or a change in strength/dose needs to be given.
- The nursery will not administer a dosage that exceeds the recommended dose on the instructions unless accompanied by written instructions from a relevant health professional such as a letter from a doctor or dentist.
- The parent must be asked when the child has last been given the medication before coming to nursery; and the staff member must record this information on the medication form. Similarly, when the child is picked up, the parent or guardian must be given precise details of the times and dosage given throughout the day. The parent's signature must be obtained at both times.
- At the time of administering the medicine, a senior member of staff will ask the child to take the medicine or offer it in a manner acceptable to the child at the prescribed time and in the prescribed form. (It is important to note that staff working with children are not legally obliged to administer medication)
- If the child refuses to take the appropriate medication or spits it out, then a note will be made on the form and parents/carers told.
- Where medication is 'essential' or may have side effects, discussion with the parent or carer will take place to establish the appropriate response.
- Short term prescribed medication will be returned to the parent/carers at the end of the child's nursery session. In the case of long-term prescribed medication this will be returned to the parent/carers when the child no longer attends the nursery. For medication that is no longer needed or has expired the nursery will dispose of this appropriately.

### Non-prescription medication (these will not usually be administered)

- The nursery will not administer any non-prescription medication containing aspirin or ibuprofen.
- The nursery will only administer non-prescription medication for a short initial period, dependent on the medication or the condition of the child and for no more than 3 consecutive days. After this time medical attention should be sought.
- If the nursery feels the child would benefit from medical attention rather than non-prescription medication, we reserve the right to refuse nursery care until the child is seen by a medical early learning and childcare practitioner.
- If a child needs liquid paracetamol or similar medication during their time at nursery, such medication will be treated as prescription medication and the parents/carers must provide this.
- We do not keep an emergency communal nursery supply of non-prescribed medication on site (following Care Inspectorate guidance). If a child exhibits symptoms requiring non-prescription medication during the day, e.g., a high temperature the nursery will make every attempt to contact the child's parents/carers. Where parents/carers cannot be contacted, the nursery manager will help reduce the child's temperature, contact the child's emergency number, and seek further medical advice if the child's temperature continues to rise and if they show other signs of being unwell – for example, they are floppy and drowsy, or we are concerned about them.

- For any non-prescription cream for skin conditions prior written permission must be obtained from the parent/ carer and the onus is on them to provide the cream which should be clearly labelled with the child's name.
- If any child is brought to the nursery in a condition in which he/she may require medication provided by the parents/carers at some point during the day, the manager will decide if the child is fit to be left at the nursery. If the child is staying, the parent /carer must be asked if any kind of medication has already been given, at what time and in what dosage and this must be stated on the medication form.
- As with any kind of medication, staff will ensure that the parent/carer is informed of any non-prescription medicines given to the child whilst at the nursery, together with the times and dosage given.
- The nursery DOES NOT administer any medication unless prior written consent is given for every medicine.
- Short term non-prescribed medication will be returned to the parent/carer at the end of the child's nursery session. In the case of long-term non-prescribed medication this will be returned to the parent/carer when the child will no longer attend the nursery, or it is no longer needed. Expired medication will be disposed of appropriately, by the nursery.

## Injections, pessaries, suppositories

As the administration of injections, pessaries and suppositories represents intrusive nursing, we will not administer these without appropriate medical training for every member of staff caring for this child. This training is specific for every child and not generic. The nursery will do all it can to make any reasonable adjustments including working with parents/carers and other professionals to arrange for appropriate health officials to train staff in administering the medication.

## Staff medication

All nursery staff have a responsibility to work with children only where they are fit to do so. Staff must not work with children where they are infectious or feel unwell and cannot meet children's needs. This includes circumstances where any medication taken affects their ability to care for children, for example, where it makes a person drowsy.

If any staff member believes that their condition, including any condition caused by taking medication, is affecting their ability to care for children they must inform their line manager and seek medical advice. The nursery manager/ person's line manager/registered provider will decide if a staff member is fit to work, including circumstances where other staff members notice changes in behaviour suggesting a person may be under the influence of medication. This decision will include any medical advice obtained by the individual or from an occupational health assessment.

Where staff may occasionally or regularly need medication, any such medication must be kept in the locked container in the office or in the nursery room where staff may need easy access to the medication, such as an asthma inhaler. In all cases, it must be stored securely out of reach of the children, at all times. It must not be kept in the first aid box and should be labelled with the name of the member of staff.

## Storage

All medication for children must have the child's name clearly written on the original container and kept in a closed box, which is out of reach of all children. Emergency medication, such as inhalers and EpiPens, will be kept in a designated drawer in the office within easy reach of staff in case of an immediate need, but will remain out of children's reach.

Any antibiotics requiring refrigeration must be kept in a fridge inaccessible to children.

All medications must be in their original containers, labels must be legible and not tampered with, or they will not be given. All prescription medications should have the pharmacist's details and notes attached to show the dosage needed and the date the prescription was issued. This will all be checked, along with expiry dates, before staff agree to administer medication.

[https://hub.careinspectorate.com/media/6086/management-of-medication-in-daycare-of-children-and-childminding-services\\_dec-2024.pdf](https://hub.careinspectorate.com/media/6086/management-of-medication-in-daycare-of-children-and-childminding-services_dec-2024.pdf)

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# INFECTION PREVENTION AND CONTROL

To ensure that we follow all infection prevention and control best practice we follow the guidelines and legislation set out in the Public Health Scotland guidance on Health protection in children and young people settings, including education. <https://publichealthscotland.scot/publications/health-protection-in-children-and-young-people-settings-including-education/health-protection-in-children-and-young-people-settings-including-education-version-1/overview/>

## General Infection Control

Viruses and infections can be passed easily from person to person by breathing in air containing the virus, which is produced when an infected person talks, coughs or sneezes. It can also spread through hand/face contact after touching a person or surface contaminated with viruses.

We follow the guidance below to prevent a virus or infection from spreading around the nursery. Our staff:

- Encourage all children to use tissues when coughing and sneezing to catch germs.
- Ensure all tissues are disposed of in a hygienic way and all children and staff wash their hands once the tissue is disposed of.
- Develop children's understanding of the above and the need for good hygiene procedures in helping them to stay healthy.
- Wear the appropriate Personal Protective Equipment (PPE) when changing nappies, toileting children and dealing with any other bodily fluids. Staff are requested to dispose of these in the appropriate manner and wash hands immediately.
- Clean and sterilise all potties and changing mats before and after each use.
- Clean toilets at least daily and check them throughout the day.
- Remind children to wash their hands before eating, after visiting the toilet, playing outside or being in contact with any animal and explain the reasons for this.
- Clean all toys, equipment and resources on a regular basis by following a comprehensive cleaning rota and using antibacterial cleanser, or through washing in the washing machine.
- Wash or clean all equipment used by babies and toddlers as and when needed, including when the children have placed it in their mouth.
- Store dummies in individual hygienic dummy boxes labelled with the child's name to prevent cross-contamination with other children (see dummy policy below).
- Store toothbrushes (where applicable) hygienically to prevent cross-contamination and in accordance with the Childsmile Toothbrushing Standards [Toothbrushing Standards – Childsmile \(nhs.scot\)](#)
- Provide labelled individual bedding for children that is not used by any other child and wash this at least once a week.
- Ask parents and visitors to remove all outdoor footwear when entering rooms where children may be crawling or sitting on the floor.
- Where applicable wear specific indoor shoes or slippers whilst inside the rooms and make sure that children wear them as well.
- Follow the Sickness and illness policy when children are ill to prevent the spread of any infection in the nursery. Staff are also requested to stay at home if they are ill and/or contagious.
- The nursery manager retains the right of refusal of all children, parents, staff and visitors who are deemed contagious and may impact on the welfare of the rest of the nursery.
- Parents will be made aware of the need for these procedures in order for them to follow these guidelines whilst in the nursery.
- Periodically each room in the nursery will be deep cleaned, including carpets and soft furnishings to ensure the spread of infection is limited. This will be implemented earlier if the need arises.
- In the event of an infection outbreak the nursery will, where appropriate, undertake a deep clean to ensure the spread of infection is contained.
- We will follow Government health guidance, as well as seeking legal advice and information from our insurers, on any national outbreak of a virus or pandemic and keep parents informed of any course of action. Each specific circumstance will differ and to ensure we take the most appropriate action; we will treat each case on an individual basis.
- In addition, where contagious outbreaks occur, we will adopt Government guidance for all visitors to minimise the risk of further spreading of the infection.
- The nursery will ensure stocks of tissues, hand washing equipment, cleaning materials and sterilising fluid are always maintained. These will be increased during the winter months or when flu and cold germs are circulating.

## Use of Dummies in Nursery

At Camperdown Nursery we recognise that a dummy can be a source of comfort for a child who is settling and/or upset, and that it may often form part of a child's sleep routine.

As babies get older, they need to learn to move their mouths in different ways, to smile, to blow bubbles, to make sounds, to chew food and eventually to talk. As young children move their mouths and experiment with babbling sounds they are learning to make the quick mouth movements needed for speech. The more practice they get the

better their awareness of their mouths and the better their speech will be. The overuse of a dummy may restrict these movements from taking place and therefore affect child language development.

#### **The nursery aims to:**

- Discuss the use of dummies with parents as part of each child's individual care plans.
- Only allow dummies if a child is really upset for comfort.
- Store dummies in individual hygienic dummy boxes labelled with the child's name to prevent cross-contamination with other children.
- Those dummies left at nursery will be regularly cleaned and sterilized and stored in dummy boxes.

### Hand Hygiene

Regular and effective hand washing among both staff and children is one of the most effective ways of controlling the spread of germs

- All children should be encouraged to use a tissue or use an arm or hand when coughing or sneezing and wash hands.
- Hands should always be washed after using the toilet, after dealing with waste/spillages, playing with animals and before eating or handling food
- Warm soapy water and a mild, liquid soap should be used to wash hands
- Hands should be rubbed vigorously to ensure that both sides are properly cleaned, and rinsed under warm, running water
- Hands should then be thoroughly dried with a disposable paper towel
- Hand wash basins and toilets should be kept clean, regularly checked and not used as a source of drinking water
- Children should be encouraged to wash hands thoroughly through the use of a hand washing song.
- Correct hand washing signs and procedures are visible at all appropriate hand washing sinks.

### Nappy Changing

We wish to ensure the safety and welfare of the children whilst being changed and safeguard against any potential harm as well as ensuring the staff member involved is fully supported and able to perform their duties safely and confidently. Through the following actions we will endeavour to support all parties:

- Nappies should only be changed in the nappy changing area.
- Disposable gloves and plastic aprons should be worn, using new gloves to apply creams.
- Soiled nappies should be disposed of in the designated nappy bin and should be double bagged.
- The nappy changing mat should be cleaned with a paper towel and anti-bacterial spray after each change, any tears to the changing mat should be reported and it will be replaced. The nappy changing mat will be replaced monthly.
- Ensure that the nappy changing area is inviting and stimulating and change this area regularly to continue to meet children's interests
- Ensure all staff undertaking nappy changing have suitable enhanced PVG checks
- Train all staff in the appropriate methods for nappy changing, thorough inductions for new staff to ensure they are fully aware of all nursery procedures relating to nappy changing
- Ensure that no child is ever left unattended during the nappy changing time
- Ensure hygiene procedures are followed appropriately, e.g. hands washed before and after nappies are changed and changing mats cleaned before and after each use
- Follow up on these procedures through supervision meetings and appraisals to identify any areas for development or further training
- The management team regularly conducts working practice observations of all aspects of nursery operations to ensure that procedures are working in practice and all children are supported fully by the staff. This includes all intimate care routines
- The nursery conducts regular risk assessments of all aspects of nursery operations and this area is no exception. The nursery has assessed all the risks relating to intimate care routines and has placed appropriate safeguards in place to ensure the safety of all involved.
- Management and staff are available if any parent/carer or member of staff has concerns or questions about nappy changing procedures or individual routines.

### Children on Potties

- Potties should only be used in the designated area, the toilet.
- Potties should only be cleaned in the designated sink for cleaning potties and the sink should be thoroughly disinfected after use.
- Contents of the potty should be flushed down the toilet. The potty should be cleaned with soapy water, anti-bacterial spray, dried and stored inverted to allow it to dry.

## Toilet Training

The staff at Camperdown Nursery are experienced in helping children with toilet training. If you think your child is developmentally ready to start using the potty/toilet we will endeavour to support, you and your child to the best of our ability. Toilet training can be a very daunting process for parents and carers but please be assured that our staff will work with you every step of the way to ensure the process is a smooth one. Please be aware that it can take longer for a child to toilet train at nursery as there is so much more happening within the environment than at home. This is why we ask you to start toilet training your child at home for a short period before it is introduced at nursery.

- Once you have introduced toilet training to your child at home, we will start encouraging your child to sit on a potty/toilet at nursery. We will try to copy your routine as close as possible to maintain continuity for your child.
- Your child needs to wear suitable clothing when toilet training (no belts, dungarees or all in one suits).
- Whilst your child is toilet training nursery staff will keep you informed of their progress. When you feel your child is ready to wear pants to nursery, we ask that you discuss this with staff.
- Accidents will be dealt with calmly, sympathetically and in a way which does not make the child think they have done wrong.
- We request that if your child is toilet training you bring in sufficient spare clothes for the staff to dress your child if they should happen to have an accident. (This includes spare socks/change of shoes)

We understand that due to changes in routines or at home some children may regress if your child has been dry for a while and they begin to have accidents the nursery staff will work with you and support your child through this time.

In the nursery the toilets are accessed easily from the main playroom. There are an adequate number of toilets and children are encouraged to use the toilet rather than a potty; however, these are available for the children to use if requested by the parent. Good hygiene practices are always followed at the nursery and the children are shown how to use the toilet and how to wash their hands each time they have used the toilet.

Children are changed in the toilet and wet/soiled clothing is put into a clean bag with a sticker, placed upon it. The wet/soiled clothing is then stored up high out with children's reach until it can be collected by the parent. Parents can access further advice and tips on toilet training from <https://eric.org.uk/>

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# SAFEGUARDING CHILDREN, ADULT AND CHILD PROTECTION

*This is a summary of the Camperdown safeguarding and child protection policy. Further information outlining different types and signs of abuse can be found in the Scottish National Guidance for Child Protection 2021 (updated 2023) or Inter-agency Child Protection Guidelines for Edinburgh and the Lothians 2014. Links below.*

At Camperdown Nursery we support the children within our care, protect them from maltreatment and have robust procedures in place to prevent the impairment of children's health and development. In our setting we strive to protect children from the risk of radicalisation, and we promote acceptance and tolerance of other beliefs and cultures (please refer to our inclusion and equality policy for further information). Safeguarding children is everybody's responsibility and the whole nursery community including staff, service users, students, supply staff, volunteers and visitors are made aware of, and asked to adhere to, the policy. Our early learning and childcare practitioners have a duty to safeguard and promote the welfare of children and we ensure that all staff have received up to date child protection training and that there is always a member of staff on the premises that has safeguarding lead training.

Safeguarding children and child protection is a much wider subject than the elements covered within this summary policy, therefore reference should always be used in conjunction with the other nursery policies and procedures, specifically: -

- Online safety
- Prevent duty and radicalisation.
- Domestic violence, honour-based violence (HBV) and forced marriages.
- Looked after children.
- Monitoring staff behaviour
- Social networking
- Mobile phone and electronic device use
- Safer recruitment of staff
- Confidentiality
- Disciplinary
- Grievance
- Promoting positive behaviour.

## Legal framework and guidance

- The Protection of Vulnerable Groups Act 2007
- Protection of Children (Scotland) Act 2003
- Children and Young People (Scotland) Act 2014
- Getting it right for every child (GIRFEC) approach
- National Guidance for Child Protection in Scotland 2021
- The Early Years Framework
- UN Convention on the Rights of the Child
- The Children's Charter
- Counterterrorism and Security Act 2015.

## Policy intention

To promote children's welfare, we will:

- Create an environment to encourage children to develop a positive self-image.
- Provide positive role models.
- Encourage children to develop a sense of independence and autonomy in a way that is appropriate to their age and stage of development.
- Provide a safe and secure environment for all children.
- Always listen to children.

Our prime responsibility is the welfare and well-being of each child in our care. As such, we believe we have a duty to the children, parents, carers and staff to act quickly and responsibly in any instance that may come to our attention. All staff will work with other agencies, including as part of a multi-agency team where needed, in the best interests of the child.

## The nursery aims to:

- Keep the child at the centre of all we do, providing sensitive interactions that develop and build children's well-being, confidence, and resilience. We will support children to develop an awareness of how to keep themselves safe, healthy and have positive relationships.
- Ensure that children are never placed at risk while in the charge of nursery staff.
- Ensure that information is shared only with those people who need to know in order to protect the child and act in their best interest.
- Ensure that all staff feel confident and supported to share information and seek the help that the child may need

- Ensure staff are trained right from induction to understand the Safeguarding children and child protection policy, are alert to identify possible signs of abuse, understand what is meant by safeguarding children and child protection and are aware of the different ways in which children can be harmed, including by other children (peer-on-peer) through bullying or discriminatory behaviour.
- Support staff to notice the softer signs of abuse and know what action to take.
- Be aware of the increased vulnerability of children with disabilities and additional support needs and other vulnerable or isolated families and children.
- Ensure staff understand how to recognise early indicators of potential radicalisation and terrorism threats and act them appropriately in line with national and local procedures.
- Ensure that all staff are familiar and updated regularly with safeguarding children and child protection issues and procedures.
- Ensure parents and carers are fully aware of safeguarding children and child protection policies and procedures when they register with the nursery and are kept informed of all updates when they occur including through annual safeguarding children and child protection newsletters and updates.
- Make any referrals in a timely way, sharing relevant information as necessary in line with procedures set out by the local child protection committee guidelines.
- Regularly review and update this policy with staff and parents/carers where appropriate and make sure it complies with any legal requirements.
- Keep the setting safe online using appropriate filters, checks and safeguards, monitoring access at all times.
- Ensure that staff identify, minimise, and manage risks while caring for children.
- Identify changes in staff behaviour and act on these as per the staff behaviour policy.

We will support children by offering reassurance, comfort, and sensitive interactions. We will offer diverse activities according to individual circumstances to enable children to develop confidence and self-esteem within their peer group and support them to learn how to keep themselves safe.

### Reporting suspicions of abuse and disclosures

- Any concerns should be discussed with the Nursery Manager who is also designated with the lead in safeguarding children and child protection.
- Such discussions will be recorded, and the parent/carer will have access to such records.
- If the concern relates to signs of physical abuse all signs of marks/injuries to a child when they come into nursery or that occur during time at the nursery, will be recorded as soon as they are noticed by a staff member.
- If the concern relates to signs of neglect, then all instances of concern will be chronologically recorded.
- Where appropriate the concern will be discussed with the parent/carer.
- If there appears to be any queries regarding the circumstances and/or the concerns relate to the parents and/or carers, it will be reported immediately to the Child protection team in the local authority and the Care Inspectorate.

### Recording suspicions of abuse and disclosures

Any service users can report suspicions of abuse to the nursery manager or any member of staff at any time. Staff should make an objective record of any observation or disclosure (supported by the nursery manager, Stephanie Veitch). This record should include:

- Child's name and address
- Age of the child and date of birth
- Date and time of the observation or the disclosure and/or exact words spoken by the child.
- Exact position and type of any injuries or marks seen.
- Exact observation of any incident including any other witnesses
- Name of the person to whom any concern was reported, with date and time and the names of any other person present at the time.
- Any discussion held with parents or carers.

The person reporting this should sign these records as well as the manager or supervisor, dated and kept in a separate confidential file. If a child starts to talk to an adult about potential abuse, it is important not to promise the child complete confidentiality. This promise cannot be kept. It is vital that the child is allowed to talk openly, and disclosure is not forced, or words put into the child's mouth. It is important to remember this because any subsequent investigation by the relevant authorities must not be compromised by staff putting words in the child's mouth. As soon as possible after the disclosure, details must be logged accurately.

It may be thought necessary that after discussion with all concerned the matter needs to be raised with the Child Protection Team and the Care Inspectorate. Staff involved may be asked to supply details of any information or concerns they have about a child. The nursery expects all members of staff to co-operate with the Child Protection Team in any way necessary to ensure the safety of the child. All allegations of abuse involving someone using a service, including details of occurrence, persons involved (initials only) and actions taken will be reported immediately to the Care Inspectorate. The Care Inspectorate requires this information as the industry regulator but would not necessarily offer child protection advice.

The Child Protection Coordinator will:

- Contact the local authority Child Protection Team to report concerns and seek advice immediately, or as soon as it is practical to do so (if it is believed a child is in immediate danger, we will contact the police).
- Inform Care Inspectorate as the industry regulator.
- Record the information and action taken relating to the concern raised.
- Speak to the parents/carers (unless advised not to do so by Child Protection Team).
- The Child Protection Coordinator will follow up action taken by Child Protection Team if they have not contacted the setting within the statutory timeframe.

**Contact telephone numbers and addresses: -**

- Care Inspectorate, 3 C & D South Victoria Quay, Edinburgh, EH6 6QQ. Telephone: 0345 600 9527
- East Lothian Child Protection Team, John Muir House, Brewery Park, Haddington, EH41 3HA. Tel: 01875 824309. Emergency (freephone) number 0800 731 6969.
- East Lothian Council Social Services, Randall House, Macmerry Business Park, Macmerry, EH33 1RW. Tel: 01875 731 6969
- Prevent Delivery Unit East on 0131 311 3230
- Non-emergency police 101.
- Laura Dunning, Nursery Owner, 07770 727220 or Stephanie Veitch, Nursery Manager and Lead Safeguarding Officer on 01875 813313. Camperdown Nursery, 159a High Street, Prestonpans, EH32 9AY.

**Keeping children safe is our highest priority and if, for whatever reason, staff do not feel able to report concerns to the Child Protection Coordinator or deputy they should call the Child Protection Team or the Care Inspectorate and report their concerns anonymously.**

[National Guidance for Child Protection in Scotland 2021 - updated 2023 - gov.scot \(www.gov.scot\)](https://www.gov.scot/resources/consultations/child-protection-procedures)

[child-protection-procedures \(edinburgh.gov.uk\)](https://www.edinburgh.gov.uk/child-protection-procedures)

## Adult Protection Policy

Working with young children to ensure they feel safe, secure, and happy involves nursery staff being responsive to their needs, whilst remaining professional. This includes giving children cuddles and changing children's nappies or clothes.

To minimise the risk of allegations the nursery promotes good practice in the following ways:

- Although we recognise it is appropriate to cuddle children, we give cuddles only when sought by children needing comfort to support their emotional development. Staff are advised to do this in view of other children and other practitioners whenever possible. We recognise that there may be occasions where it is appropriate for this to happen away from others, such as when a child is ill. In these circumstances, staff are advised to leave the door open. It is the duty of all staff and the manager to ensure that comforting children is appropriate and to monitor practice.
- When changing children's nappies and soiled or wet clothing, the doors remain open, where appropriate. We discourage inappropriate behaviour such as over tickling, over boisterousness or inappropriate questions such as asking children to tell them they love them, and we advise staff to report such observed practice
- Staff are respectful of each other and the children and families in the nursery and do not use inappropriate language or behaviour on the premises at all, including during breaks.
- All staff are aware of the whistle-blowing procedures and the manager visits the rooms throughout the day to ensure safe practices.

If a parent or member of staff has concerns or questions about safe care and practice, procedures, or behaviour they consider as inappropriate, including between staff members. They are urged to see the manager at the earliest opportunity. Management will challenge inappropriate behaviour in line with the supervision/ disciplinary or whistle-blowing procedures. If they prefer nursery stakeholders can report concerns directly to the nursery owner on 07770 727220 or [doyle.laura@talk21.com](mailto:doyle.laura@talk21.com). If the concern relates to the manager and/or nursery owner, then members of staff or parents should contact the Care Inspectorate 0345 600 9527 or the Local Authority Child Protection Team: 01875 824309.

## Intimate Care

All children need contact with familiar, consistent carers to ensure they can grow confidently and feel self-assured. At times children need to be cuddled, encouraged, held and offered physical reassurance.

Intimate care routines are essential throughout the day to ensure children's basic needs are met. This may include nappy changing, supporting children with toileting, changing clothes where required, first aid treatment and specialist medical support. In order to maintain the child's privacy, the majority of these actions will take place on a one-to-one basis and, wherever possible, will be supported by a member of staff who the child is familiar with, with the exception of first aid treatment which must be carried out by a qualified first aider.

We wish to ensure the safety and welfare of the children involved in intimate care routines and safeguard them against any potential harm as well as ensuring the staff member involved is fully supported and able to perform their duties safely and confidently. Through the following actions we will endeavour to support all parties:

- Promote consistent and caring relationships through the key person system in the nursery and ensure all parents/carers understand how this works
- Train most staff in the appropriate methods for intimate care routines and access specialist training where required, i.e. first aid training with a paediatric focus, specialist medical support
- Conduct thorough inductions for all new staff to ensure they are fully aware of all nursery procedures relating to intimate care routines
- Follow up on these procedures through supervision meetings and appraisals to identify any areas for development or further training
- Working closely with parents/carers on all aspects of the child's care and education as laid out in the parent and carers as partners policy. This is essential for intimate care routines which require specialist training or support. If a child requires specific support the nursery will arrange a meeting with the parent/carer to discover all the relevant information relating to this to enable the staff to care for the child fully and meet their individual needs
- The management regularly conducts working practice observations on all aspects of nursery operations to ensure that procedures are working in practice and all children are supported fully by the staff. This includes intimate care routines
- The nursery conducts regular risk assessments on all aspects of the nursery operation and this area is no exception. The nursery has assessed all the risks relating to intimate care routines and has placed appropriate safeguards in place to ensure the safety of all involved.

If any parent, carer or member of staff has concerns or questions about intimate care procedures or individual routines please see the manager at the earliest opportunity.

## Whistle Blowing Policy

At Camperdown we expect all our colleagues, both internal and external, to be always professional and hold the welfare and safety of every child as their paramount objective. We recognise that there may be occasions where this may not happen, and we have in place a procedure for staff to disclose any information that suggests children's welfare and safety may be at risk. We expect all team members to talk through any concerns they may have with their line manager at the earliest opportunity to enable any problems to be resolved as soon as they arise. The staff are aware of the whistle blowing procedures and these are included in the staff handbook.

### Legal framework

The Public Interest Disclosure Act 1998, commonly referred to as the 'Whistle-blowing Act', amended the Employment Rights Act 1996 to provide protection for employees who raise legitimate concerns about specified matters. These are called 'qualifying disclosures'. On 25 June 2013 there were some legal changes to what constitutes a qualifying disclosure.

A qualifying disclosure is one made in the public interest by an employee who has a reasonable belief that:

- a criminal offence
- a miscarriage of justice
- an act creating risk to health and safety.
- an act causing damage to the environment.
- a breach of any other legal obligation or
- concealment of any of the above
- any other unethical conduct
- an act that may be deemed as radicalised or a threat to national security is being, has been, or is likely to be, committed.

Disclosures made after 25 June 2013 do not have to be made 'in good faith'; however, they must be made in the public interest. This is essential when assessing a disclosure made by an individual.

The Public Interest Disclosure Act has the following rules for making a protected disclosure:

- You must believe it to be substantially true.
- You must not act maliciously or make false allegations.
- You must not seek any personal gain.

It is not necessary for the employee to have proof that such an act is being, has been, or is likely to be, committed; a reasonable belief is sufficient.

### Disclosure of information

If, in the course of your employment, you become aware of information which you reasonably believe indicates that a child is/may be or is likely to be in risk of danger and or one or more of the following may be happening, you **MUST** use the nursery's disclosure procedure set out below:

- That a criminal offence has been committed or is being committed or is likely to be committed
- That a person has failed, is failing or is likely to fail to comply with any legal obligation to which they are subject.
- That a miscarriage of justice has occurred, is occurring, or is likely to occur.
- That the health or 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, has been, is being, or is likely to be, deliberately concealed.

#### Disclosure procedure

- If this information relates to child protection, then the nursery Safeguarding children and child protection policy should be followed, with reference to the staff and volunteering section.
- Where you reasonably believe one or more of the above circumstances listed above has occurred you should promptly disclose this to your manager so that any appropriate action can be taken. If it is inappropriate to make such a disclosure to your manager (i.e., because it relates to your manager) you should speak to Laura Dunning, Nursery Owner on 07770 727220.
- Employees will suffer no detriment of any sort for making such a disclosure in accordance with this procedure. For further guidance in the use of the disclosure procedure, employees should speak in confidence to the Nursery Manager or Owner.
- Any disclosure or concerns raised will be treated seriously, will be dealt with in a consistent and confidential manner and will be followed through in a detailed and thorough manner.
- Any employee who is involved in victimising employees who make a disclosure, takes any action to deter employees from disclosing information or makes malicious allegations will be subject to potential disciplinary action which may result in dismissal.
- Failure to report serious matters can also be investigated and potentially lead to disciplinary action which may result in dismissal.
- Any management employee who inappropriately deals with a whistleblowing issue (e.g., failing to react appropriately by not taking action in a timely manner or disclosing confidential information) may be deemed to have engaged in gross misconduct which could lead to dismissal.
- We give all our staff the telephone numbers of the Local Authority Child Protection team and Local authority social services and the Care Inspectorate so all staff may contact them if they cannot talk to anyone internally about the issues/concerns observed.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
<i>1<sup>st</sup> March 2025</i>	<i>L. Dunning</i>	<i>March 2026</i>

## PROMOTING POSITIVE BEHAVIOUR

Our nursery believes that children flourish best when they feel safe and secure and have their needs met by supportive practitioners, who act as good role models, show them respect and value their individual needs. The nursery encourages and praises positive, caring and polite behaviour at all times and provides an environment where children learn to respect themselves, other people and their surroundings.

We implement Realising the Ambition, the Curriculum for Excellence (CfE) and Getting it Right for Every Child (GIRFEC). Using the SHANARRI indicators (safe, healthy, achieving, nurtured, active, respected, responsible, included) to support children to develop their personal, emotional and social development. This involves helping children to understand their own feelings and those of others and supporting them to regulate their own behaviour. We support children to do this through working together with parents/carers, having consistent approaches, structure, routine and age/stage appropriate boundaries and where required positive support plans. We help build confidence and self-esteem by valuing all children and giving lots of praise and encouragement.

To support positive behaviour in our setting, we aim to:

- Recognise the individuality of all our children
- Provide a warm, responsive relationship where children feel respected, comforted and supported in times of stress, and confident that they are cared for at all times.
- Understand that certain behaviours can be a normal part of some young children's development e.g. biting
- Encourage self-regulation, consideration for each other, our surroundings and property
- Encourage children to participate in a wide range of group activities to enable them to develop their social skills
- Ensure that all staff act as positive role models for children
- Encourage parents, carers and other visitors to be positive role models
- Work in partnership with parents by communicating openly
- Praise children and acknowledge their positive actions and attitudes, therefore ensuring that children see that we value and respect them
- Encourage all staff working with children to accept their responsibility for implementing the goals in this policy and to be consistent
- Promote non-violence and encourage children to deal with conflict peacefully
- Provide a key person system enabling staff to build a strong and positive relationship with children and their families
- Provide activities and stories to help children learn about accepted behaviours, including opportunities for children to contribute to decisions about accepted behaviour where age/stage appropriate
- Supporting and developing children's understanding of different feelings and emotions, self-regulation and empathy as appropriate to stage of development. This includes using strategies and naming and talking about feelings and ways to manage them
- Assist the children to develop a set of nursery rules which promotes safety, care and respect for each other.

**When children behave in unacceptable ways, our promoting positive behaviour procedure is:**

- To support all children to develop positive behaviour and make every effort to provide for their individual needs
- To never use, or threaten to use, physical punishment or corporal punishment such as smacking or shaking or use or threaten any punishment that could adversely affect a child's well-being. All forms of physical punishment of children are against the law in Scotland and children have the same legal protection from assault as adults. The law change is part of the Children (Equal Protection from Assault) (Scotland) Act 2019, which has removed the use of 'reasonable chastisement' as a defence against an assault charge
- To only use physical intervention (where practitioners may use reasonable force to prevent children from injuring themselves or others or damaging property) or to manage a child's behaviour if absolutely necessary. We keep a record of any occasions where physical intervention is used and inform parents/carers on the same day, or as soon as is reasonably practicable
- We recognise that there may be times where children may have regular occasions where they lose control and may need individual techniques to restrain them. This will only be carried out by staff who have been appropriately trained to do so. Any restraints will only be done following recommended guidance and training and only with a signed agreement from parents on when to use it. We will complete an incident form following any restraints used and notify the parents
- We do not single out children or humiliate them in any way. Where children use unacceptable behaviour they will, wherever possible, be distracted or re-directed to alternative activities. Discussions with children will take place as to why their behaviour was not acceptable, respecting their level of understanding and maturity
- Staff do not raise their voices (other than to keep children safe)
- In any case of misbehaviour, we always make it clear to the child or children in question, that it is the behaviour and not the child that is unwelcome
- We develop consistent strategies to support particular types of behaviour depending on the child's age, level of development and the circumstances surrounding the behaviour. This may involve asking the child to talk and think about what he/she has done. All staff support children in developing empathy and children will only be asked to apologise if they have developed strong empathy skills and have a good understanding of why saying sorry is appropriate
- We help staff to reflect on their own responses towards challenging behaviours to ensure that their reactions are appropriate

- We inform parents/staff if their child's behaviour is unkind to others or if their child has been upset. In all cases, we deal with inappropriate behaviour in nursery at the time. We may ask parents to meet with staff to discuss their child's behaviour, so that if there are any difficulties, we can work together to ensure consistency between their home and the nursery. In some cases, we may request additional advice and support from other professionals, such as an educational psychologist
- We support children in developing non-aggressive strategies to enable them to express their feelings and emotions
- We keep confidential records on any inappropriate behaviour that has taken place. We inform parents/carers and ask them to read and sign any incidents concerning their child
- We support all children to develop positive behaviour, and we make every effort to provide for their individual needs
- Through partnership with parents/carers and formal observations, we make every effort to identify any behavioural concerns and the causes of that behaviour. From these observations and discussions, we will implement an individual behaviour support plan where a child's behaviour involves aggressive actions towards other children and staff, for example hitting, kicking etc. The manager will complete risk assessments identifying any potential triggers or warning signs ensuring other children's and staff's safety at all times. In these instances, we may remove a child from an area until they have calmed down.
- Where necessary we will keep a chronology of incidents, or attempted incidents, to help us understand reasons and triggers behind some behaviours

We recognise that children need their own time and space and that it is not always appropriate to expect a child to share. We believe it is important to acknowledge each child's feelings and to help them understand how others might be feeling.

We encourage children to recognise that bullying, fighting, hurting and discriminatory comments are not acceptable behaviour. We want children to recognise that certain actions are right and that others are wrong.

At our nursery, staff follow these procedures to deal with behaviour that challenges:

- Staff are encouraged to ensure that all children feel safe, happy and secure
- Staff are encouraged to recognise that active physical aggression in the early years is part of the child's development and that it should be channelled in a positive way
- Children are helped to understand that using aggression to get things, is inappropriate and they will be encouraged to resolve problems in other ways
- Staff will initiate games and activities with children when they feel play has become overly boisterous or aggressive, both indoors and out
- We will ensure that this policy is available for staff and parents/carers.
- Staff and parents/carers are also welcomed to review and comment on the policy and procedure
- If any parent/carer has a concern about their child, a member of staff will be available to discuss those concerns. Working together we can ensure our children feel confident and secure in their environment, both at home and in the nursery
- All concerns will be treated in the strictest confidence.

#### **When children behave in unacceptable ways:**

- Physical punishment such as smacking or shaking will be neither used nor threatened, however it may be necessary to use restraining action in an emergency to prevent personal injury. (As per next statement).
- We only use physical intervention for the purpose of averting immediate danger or personal injury to any person (including the child) or to manage a child's behaviour if absolutely necessary. We keep a record of any occasions where physical intervention is used and inform parents on the same day, or as reasonably practicable
- We recognise that there may be times where children may have regular occasions where they lose control and may need individual techniques to restrain them. This will only be carried out by staff who have been appropriately trained to do so. Any restraints will only be done following recommended guidance and training and only with a signed agreement from parents on when to use it. We will complete an incident form following any restraints used and notify the parents/carers
- Children will not be singled out or humiliated in any way. Staff within the nursery will redirect the children towards alternative activities. Discussions with children will take place eye to eye, respecting their level of understanding and maturity
- Staff will not raise their voices in a threatening way (other than to keep children safe)
- In any case of misbehaviour, it will always be made clear to the child or children, that it is the behaviour and not the child that is unwelcome
- How a particular type of behaviour is handled will depend on the child's age, level of development and the circumstances surrounding the behaviour. For older children it may involve the child being asked to take some "time out" with staff to think about, and chat about what he or she has done wrong. It will also include the child apologising for their actions.
- Parents/carers will be informed if their child is unkind to others or if their child has been upset. In all cases inappropriate behaviour will be dealt with in the nursery at the time. Parents/carers may be asked to meet with staff to discuss their child's behaviour, so that if there are any difficulties, we can work together to ensure consistency between their home and the nursery. In some cases, we may request additional advice and support from other professionals, such as an educational psychologist or child guidance counselors.

- Children need to develop non-aggressive strategies to enable them to stand up for themselves so that adults and children listen to them. They need to be given opportunities to release their feelings more creatively
- Confidential records will be kept on any negative behaviour that has taken place. Parents will be informed and asked to read and sign any entries concerning their child
- If a child requires help to develop positive behaviour, every effort will be made to provide for their needs
- Through partnership with parents and formal observations, staff will make every effort to identify any behavioural concerns and the causes of that behaviour. From these observations and discussions an individual behaviour modification plan will be implemented where a child's behaviour involves aggressive actions towards other children and staff, for example hitting, kicking etc.
- Children will be distracted from the negative situation and supported in a different activity or environment, if necessary for their own well-being and that of others in the group.

Our nursery rules are concerned with safety, care and respect for each other. We keep the rules to a minimum and ensure that these are age and stage appropriate. We regularly involve children in the process of setting rules to encourage cooperation and participation and ensure children gain understanding of the expectations of behaviour relevant to them as a unique child.

Children who are displaying distressed or challenging behaviour, for example, by physically abusing another child or adult e.g. biting, or through verbal bullying, are helped to talk through their feelings and actions through co-regulation before thinking about the situation and apologise where appropriate. We make sure that the child who has been upset is comforted. We always acknowledge when a child is feeling angry or upset and that it is the behaviour that is not acceptable, not the child or their feelings.

The nursery manager will support staff, children and their parent's with promoting and supporting behaviour. It is their role to:

- Advise and support other staff on any behaviour concerns
- Along with each room leader, keep up to date with legislation and research relating to promoting positive behaviour
- Support changes to policies and procedures in the nursery
- Access relevant sources of expertise where required and act as a central information source for all involved
- Attend regular external training events, and ensure all staff attend relevant in-house or external training for behaviour management. Keep a record of staff attendance at this training.

## Biting policy

We understand that children may use certain behaviours such as biting as part of their development. Biting is a common behaviour that some young children use to help them make sense of the world around them, and to manage interactions with others. It can be triggered when they do not yet have the words to communicate their anger, frustration or need. It can also be used to fulfil an oral stimulation need, such as during periods of teething or developmental exploration. Sometimes biting can be due to an additional support need.

The nursery uses the following strategies to help prevent biting:

- Individual, one-to-one and small group times so that each child is receiving positive attention
- Quiet and cosy areas for children who are feeling overwhelmed to go to
- Stories, puppets and discussion about emotions and feelings, including activities and stories that help support children to recognise feelings and empathise with characters and events
- Provide additional resources for children who have oral stimulation needs, such as, biting rings
- Vigilant staff who know the children well and are able to identify where children need more stimulation or quiet times
- Adequate resources are provided and, where possible, more than one resource or toy is sought to minimise conflicts.

Every child is treated as an individual and we work with families to support all children's individual needs. With this in mind, it will be necessary to implement different strategies depending on the needs of the child carrying out the biting.

In the event of a child being bitten, we use the following procedures.

- Comfort any child who has been bitten and check for any visible injury. Administer any paediatric first aid where necessary and complete an incident form once the child is settled again. If deemed appropriate, the parents will be informed via telephone. Staff will continue to observe the bitten area for signs of infection. For confidentiality purposes and possible conflict, we do not disclose the name of the child who has caused the bite to the parents
- Tell the child who has caused the bite in terms that they understand that biting (the behaviour and not the child) is unkind and show the child that it makes staff and the child who has been bitten sad
- Ask the child what they can do to make the 'child that has been bitten' feel better (this could be fetching them a toy or sharing toys with them, a rub on the back etc.)
- Complete an incident form to share with the parents at the end of the child's session
- If a child continues to bite, carry out observations to try to distinguish a cause, e.g. tiredness or frustration
- Arrange for a meeting with the child's parents to develop strategies to prevent the biting behaviour. Parents will be reassured that it is part of a child's development and not made to feel that it is their fault

- In the event of a bite breaking the skin, and to reduce the risk of infection from bacteria, give prompt treatment to both the biter and the bitten child.

In cases where a child repeatedly bites and/or if they have a particular additional support need or disability that lends itself to increased biting (for example, in some cases of autism where a child does not have appropriate communication skills), the nursery manager will carry out a risk assessment. This may recommend immunisation with hepatitis B vaccine for all staff and children.

## Anti-bullying

We encourage children to recognise that bullying, fighting, hurting and discriminatory comments are not acceptable behaviour. We want children to recognise that certain actions are right and that others are wrong.

Bullying takes many forms. It can be physical, verbal or emotional, but it is always a repeated behaviour that makes other people feel uncomfortable or threatened. We acknowledge that any form of bullying is unacceptable and will be dealt with immediately while recognising that physical aggression is part of children's development in their early years. Staff will intervene when they think a child is being bullied, however mild or harmless it may seem and sensitively discuss any instance of bullying with the parents of all involved to look for a consistent resolution to the behaviour.

By positively promoting positive behaviour, valuing co-operation and a caring attitude, we hope to ensure that children will develop a positive sense of self, have confidence in their own abilities, make good friendships, co-operate and resolve conflicts peaceably. These will provide them with a secure platform for school and later life.

This policy was adopted on	Signed on behalf of the nursery	Date for review
1 <sup>st</sup> March 2025	L. Dunning	March 2026

## INCLUSION AND EQUALITY POLICIES

### Statement of intent

The nursery takes great care to treat everyone as a person in their own right, with equal rights and responsibilities to any other individual, whether they are an adult or a child. The nursery is committed to providing equality of opportunity and anti-discriminatory practice for all children and families according to their individual needs. Discrimination on the grounds of gender, age, race, religion/belief, colour, marital status, disability, sexual orientation, ethnic or national origin, or political belief has no place within this nursery.

A commitment to implementing our inclusion and equality policy will form part of each employee's job description. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the attention of the Nursery Manager at the earliest opportunity. Appropriate steps will then be taken to investigate the matter and if such concerns are well-founded, disciplinary action will be invoked under the nursery's disciplinary policy.

The legal framework for this policy is based on:

- Equality Act 2010
- Children (Scotland) Act 1995
- Additional Support for Learning (Scotland) Act 2004
- Community Care and Health (Scotland) Act 2002.

### Additional Support Needs and Disabilities

We are committed to the inclusion of all children at our nursery. We ensure that all children experience their right to be cared for and educated to develop to their full potential alongside each other through positive experiences. We enable them to share opportunities and experiences and develop and learn from each other. We provide a positive and welcoming environment where children are supported according to their individual needs, and we work hard to ensure no child is discriminated against or put at a disadvantage because of their needs. Each child's needs are unique, and we do not attempt to categorise children.

We are committed to working in partnership with parents and carers in order to meet each child's individual needs to enable us to help the child to develop to their full potential. We are also committed to working with any child who has an additional support need and/or disability and making reasonable adjustments to enable every child to make full use of the nursery's facilities. All children have a right to a broad and well-balanced early learning environment.

Where we believe a child may have additional needs that have previously been unacknowledged, we will work closely with the child's parents and any relevant professionals to establish if any additional action is required.

Where a child has additional needs, we feel it is paramount to find out as much as possible about those needs, any way that this may affect his/her early learning or care needs and any additional help he/she may need by:

- Liaising with the child's parents and, where appropriate the child
- Liaising with any professional agencies
- Reading any reports that have been prepared
- Attending any review meetings with the local authority/professionals
- Observing each child's development and monitoring such observations regularly.

All children will be given a full settling in period when joining the nursery according to their individual needs.

## **Aims**

We will:

- Recognise each child's individual needs and ensure all staff are aware of when to identify and assess any needs not being met by the universal service provided by the nursery
- Include all children and their families in our provision
- Provide well informed and suitably trained early learning and childcare practitioners to help support parents/carers and children with additional support needs and/or disabilities
- Develop and maintain a core team of staff who are experienced in the care of children with additional. Staff will be provided with specific training relating to additional support needs/disabilities.
- Identify the specific needs of children with additional support needs and/or disabilities and meet those needs through a range of strategies
- Ensure that children who learn quicker, e.g. gifted and talented children, are also supported
- Share any statutory and other assessments made by the nursery with parents/carers and support parents in seeking any help they or the child may need
- Work in partnership with parents and other agencies in order to meet individual children's needs, including the health and education authorities, and seek advice, support and training where required
- Monitor and review our practice and provision and, if necessary, make adjustments, and seek specialist equipment and services where required
- Ensure that all children are treated as individuals/equals and are encouraged to take part in every aspect of the nursery day according to their individual needs and abilities
- Encourage children to value and respect others
- Challenge inappropriate attitudes and practices
- Promote positive images and role models during play experiences of those with additional needs wherever possible
- Celebrate diversity in all aspects of play and learning.

The early learning and childcare practitioner usually responsible for the child should remain responsible for working with the child on a daily basis and for planning and delivering an individualised programme. Parents/carers should always be consulted, kept informed of the action taken to help the child, and of the outcome of this action.

The key practitioner works closely with all staff to make sure there are systems in place to plan, implement, monitor, review and evaluate the additional support need and/or disability practice and policy of the nursery, always making sure plans and records are shared with parents/carers.

## **Methods**

We will:

- Provide a statement showing how we provide for children with additional support needs and/or disabilities and share this with staff, parents, carers and other professionals
- Ensure that the provision for children with additional support needs and/or disabilities is the responsibility of all members of staff in the nursery
- Ensure that our inclusive admissions practice includes equality of access and opportunity
- Ensure that our physical environment is as far as possible suitable for children and adults with additional support needs and/or disabilities
- Work closely with parents/carers to create and maintain a positive partnership which supports their child(ren)
- Ensure that parents/carers are informed at all stages of the assessment, planning, provision and review of their child's care and education
- Provide parents/carers with information on sources of independent advice and support
- Liaise with other professionals involved with children with additional support needs and/or disabilities and their families, including transfer arrangements to other settings and schools. We work closely with the next school or care setting and meet with them to discuss the child's needs to ensure information exchange and continuity of care
- Provide a broad and balanced early learning environment for all children with learning difficulties and/or disabilities
- Provide differentiated activities to meet all individual needs and abilities
- Use a system of planning, implementing, monitoring, evaluating and reviewing support plans for children with additional support needs and/or disabilities and discuss these with parents/carers
- Review support plans termly and hold review meetings with parents/carers, and other professionals if appropriate, at this time

- Ensure that children with additional support needs and/or disabilities and their parents/carers are consulted at all stages of the graduated response, taking into account their levels of ability
- Use a system for keeping records of the assessment, planning, provision and review for children with learning difficulties and/or disabilities
- Provide resources (human and financial) to implement our additional support needs/disability policy
- Ensure the privacy of children with learning difficulties and/or disabilities when intimate care is being provided
- Provide in-service training for early learning and childcare practitioners and volunteers
- Ensure the effectiveness of our additional support needs/disability provision by collecting information from a range of sources e.g. support reviews, staff and management meetings, parental/carer and external agencies' views, inspections and complaints. This information is collated, evaluated and reviewed annually
- Provide a complaints procedure and make available to all parents/carers in a format that meets their needs e.g. Braille, audio, large print, additional languages
- Monitor and review our policy annually.

### **Universal Support Plans**

These are normally prepared by the nursery when they feel a child has additional needs that need support through the nursery. They are a planning and reviewing tool and enable nursery staff to see where and how the support is best placed to support the needs of the child, how this works and whether this is effective.

### **Additional and/or Targeted Support Plan**

This is an educational plan that supports children who may have additional support needs. Not all children who have additional needs will need a plan, however, where a child has complex needs or requires a high level of support or support from different agencies a detailed plan is required.

### **Statutory assessment**

If the help given through the nursery is not sufficient to enable the child to progress satisfactorily, it may be necessary for the nursery, in consultation with the parents and any external agencies already involved, to request a statutory assessment by the local authority. This may lead to the child receiving a statement of additional support needs.

We are committed to working in partnership with parents in order to meet each child's individual needs to enable us to help the child to develop to their full potential. We are also committed to working with any child who has an additional support need and/or disability and making reasonable adjustments to enable every child to make full use of the nursery's facilities. All children have a right to a broad and well-balanced early learning environment.

Where we believe a child may have additional needs that have previously been unacknowledged, we will work closely with the child's parents and any relevant professionals to establish if any additional action is required.

Where a child has additional needs, we feel it is paramount to find out as much as possible about those needs, any way that this may affect his/her early learning or care needs and any additional help he/she may need by:

- Liaising with the child's parents/carers and, where appropriate the child
- Liaising with any professional agencies
- Reading any reports that have been prepared
- Attending any review meetings with the local authority/professionals
- Observing each child's development and monitoring such observations regularly.

All children will be given a full settling in period when joining the nursery according to their individual needs.

The nursery and staff are committed to:

- Providing a childcare place, wherever possible, for children who may have learning difficulties and/or disabilities or are deemed disadvantaged according to their individual circumstances, and the nursery's ability to provide the necessary standard of care
- Making reasonable adjustments for children with additional support needs and disabilities
- Striving to promote equal access to services and projects by taking practical steps (wherever possible and reasonable), such as ensuring access to people with additional needs and by producing materials in relevant languages and media for all children and their families
- Providing a secure environment in which all our children can flourish, and all contributions are valued
- Including and valuing the contribution of all families to our understanding of equality, inclusion and diversity
- Providing positive non-stereotypical information
- Regularly reviewing, monitoring and evaluating the effectiveness of inclusive practices to ensure they promote, and value diversity and difference and that the policy is effective, and practices are non-discriminatory
- Making inclusion a thread, which runs through the entirety of the nursery, for example, by encouraging positive role models through the use of toys, imaginary play and activities, promoting non-stereotypical images and language and challenging all discriminatory behaviour (see dealing with discriminatory behaviour policy)

### **Admissions/service provision**

- The nursery is accessible to all children and families in the local community and further afield through a comprehensive and inclusive admissions policy.

- The nursery will strive to ensure that all services and projects are accessible and relevant to all groups and individuals in the community within targeted age groups.

### Recruitment

- Recruitment, promotion and other selection exercises such as redundancy selection will be conducted on the basis of merit, against objective criteria that avoid discrimination. Shortlisting should be done by more than one person if possible.
- All members of the selection group will be committed to the inclusive practice set out in this policy and will have received appropriate training in this regard.
- Application forms will be sent out along with a copy of the equal opportunities monitoring form. Application forms will not include questions that potentially discriminate on the grounds specified in the statement of intent.
- Vacancies should generally be advertised to a diverse section of the labour market. Advertisements should avoid stereotyping or using wording that may discourage particular groups from applying.
- At interview, no questions will be posed which potentially discriminate on the grounds specified in the statement of intent. All candidates will be asked the same questions and members of the selection group will not introduce nor use any personal knowledge of candidates acquired outside the selection process. Candidates will be given the opportunity to receive feedback on the reasons why they were not successful.
- We no longer ask any health-related questions prior to offering someone work in accordance with the Equality Act 2010, however we do follow the guidance below to ensure that early learning and childcare practitioners have the health and physical capacity to teach and will not put children and young people at risk of harm.

### Staff

- It is the policy of Childsplay Nursery not to discriminate in the treatment of individuals. All staff are expected to co-operate with the implementation, monitoring and improvement of this and other policies. All staff are expected to challenge language, actions, behaviours and attitudes which are oppressive or discriminatory on the grounds specified in this policy and recognise and celebrate other cultures and traditions. All staff are expected to participate in equality and inclusion training.
- Staff will follow the whistle blowing policy where applicable to report any discriminatory behaviours observed.

### Training

- The nursery recognises the importance of training as a key factor in the implementation of an effective inclusion and equality policy. All new staff receives induction training including specific reference to the inclusion and equality policy. The nursery will strive towards the provision of inclusion, equality and diversity training for all staff on an annual basis.

### Early learning framework

- Early learning opportunities offered in the nursery encourage children to develop positive attitudes to people who are different from them. It encourages children to empathise with others and to begin to develop the skills of critical thinking.

#### **We do this by:**

- Making children feel valued and good about themselves
- Ensuring that all children have equal access to early learning and play opportunities
- Reflecting the widest possible range of communities in the choice of resources
- Avoiding stereotypical or derogatory images in the selection of materials
- Acknowledging and celebrating a wide range of religions, beliefs and festivals
- Creating an environment of mutual respect and empathy
- Helping children to understand that discriminatory behaviour and remarks are unacceptable
- Ensuring that all early learning opportunities offered are inclusive of children with additional support needs and/or disabilities and children from disadvantaged backgrounds
- Ensuring that children whose first language is not English have full access to early learning opportunities and are supported in their learning.
- Work in partnership with all families to ensure they understand the policy and challenge any discriminatory comments made.
- Ensuring the medical, cultural and dietary needs of children are met
- Identifying a key worker to each child who will observe, assess and plan for children's learning and development
- Helping children to learn about a range of food and cultural approaches to mealtimes and to respect the differences among them.

### Information and meetings

- Information about the nursery, its activities and their children's development will be given in a variety of ways according to individual needs (written, verbal and translated), to ensure that all parents/carers can access the information they need.
- Wherever possible, meetings will be arranged to give all families options to attend and contribute their ideas about the running of the nursery.

## Non-English Speaking

The nursery will welcome children from different ethnic and cultural backgrounds. If a child has English as a second language, we will undertake to provide care and support for the child and its family. We will welcome the child and its family into the nursery environment.

## Looked After Children

Our nursery is committed to providing a welcoming and inclusive quality environment for all children and families.

The description 'looked after' is generally used to describe a child who is looked after by the Local Authority. This includes children who are subject to a care order or temporarily classed as looked after on a planned basis for short breaks or respite care. Most looked after children will be cared for by foster carers with a very small minority in children's homes, looked after by family members or even placed back within the family home.

The term 'Looked after child' denotes a child's current legal status; but this term is never used to categorise a child as standing out from others or referred to using acronyms such as LAC.

The legal framework for this policy is underpinned by or supported through:

- Children and Young People (Scotland) Act 2014
- Adoption and Children Act 2007
- The Looked After Children (Scotland) Regulations 2009
- The Secure Accommodation (Scotland) Regulations 2003
- The Residential Establishments – Child Care (Scotland) Regulations 1996

## Our policy

Our nursery treats each child as an individual. We recognise that for young children to get the most out of educational opportunities they need to be settled appropriately with their carer. We will discuss with the child's carer, and social worker where applicable, the length of time the child has been with their carer before they start nursery to establish how secure the child feels and whether they are ready to be able to cope with further separation, a new environment and new expectations made upon them.

We are aware that there are a number of reasons why a child may go into care and these reasons may or may not include traumatic experiences or abuse. All our practitioners are committed to doing all they can to support all children to achieve their full potential. The nursery staff team are all trained to understand our safeguarding policy and procedures. Additional training to support children's individual needs will be planned for where appropriate. Early learning and childcare practitioners are supported by management at all times, and we have an open door policy if they need to discuss any sensitive issues regarding the child.

Each child will be allocated a key worker. The key worker and room staff will support the child initially with transition and settling in and then continue to support and build up a relationship with the child, carers and other agencies involved. Regular contact will be maintained with the carers throughout the child's time at the nursery and with the social worker (where applicable).

The key worker will carry out regular ongoing practice such as observations to build up a picture of the child's interests, and plan activities accordingly to support the child's stage of learning and development and interests. This information will be shared with carers and other professionals as appropriate as well as any concerns surrounding their developmental stages.

Where necessary we will develop a care plan with carers and professionals. This will include:

- The child's emotional needs and how they are to be met
- How any emotional issues and problems that affect behaviour are to be managed
- The child's sense of self, culture, language/s and identity - how this is to be supported
- The child's need for sociability and friendship
- The child's interests and abilities and possible learning journey pathway
- How any special needs will be supported.

In addition, the care plan may also consider:

- How information will be shared with the foster carer and local authority (as the 'corporate parent') as well as what information is shared with any other organisation or professionals and how it will be recorded and stored
- What contact the child has with his/her birth parent(s) and what arrangements will be in place for supervised contact. If this is to be in the setting, when, where and what form the contact will take will be discussed and agreed
- Who may collect the child from nursery and who may receive information about the child
- What written reporting is required
- Wherever possible, and where the plan is for the child to return to their home, the birth parent(s) should be involved in planning

- With the social worker's agreement, and as part of the plan, whether the birth parent(s) should be involved in the setting's activities that include parents, such as outings, fun days etc. alongside the foster carer.

Where applicable, we will complete a universal support plan for any children aged three to five in partnership with the social worker and/or care manager and carers. We will also attend all appropriate meetings and contribute to reviews.

Transition to school will be handled sensitively with the key worker and designated 'looked after' person working together with the child to ensure that this is as smooth a transition as possible and all necessary information is shared. The child's individual file, including observations, photographs and pieces of artwork and mark making will be passed on to the carer at this stage.

Key contact details:

Organisation	Contact Number
Local Authority	<a href="tel:08456031576">0845 603 1576</a>
Safeguarding & Looked After Children's Board – Social Services	Mon.-Fri. 9am – 5pm 0131 529 5300, or Emergency Social Work Services on 0800 713 6969,
SCSWIS, Care Inspectorate	0345 6009527 or Dundee 0345 600 9527

### Dealing with Discriminatory Behaviour

We have a duty to create and implement strategies in the nursery to prevent and address all discriminatory behaviour. We do not tolerate discriminatory behaviour and take action to tackle discrimination. We believe that parents/carers have a right to know if discrimination occurs and what actions the nursery will take to tackle it. We follow our legal duties in relation to discrimination and record all incidents either perceived or actually relating to discrimination on any grounds and report these where relevant to children's parents/carers and the registering authority. The nursery records all incidents relating to discrimination on any grounds and all recorded incidents are reported to the children's parents, and when appropriate to the registering authority.

Parents have a right to know if discrimination occurs and what actions the nursery will take to tackle it.

#### Types of discrimination

- **Direct discrimination** occurs when someone is treated less favourably than another person because of a protected characteristic
- **Discrimination by association** occurs when there is a direct discrimination against a person because they associate with a person who has a protected characteristic
- **Discrimination by perception** occurs when there is a direct discrimination against a person because they are perceived to have a protected characteristic
- **Indirect discrimination** can occur where a provision or criterion is in place which applies to everyone in the organisation but particularly disadvantages people who share a protected characteristic
- **Harassment** is defined as 'unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual'
- **Victimisation** occurs when an employee is treated badly or put to detriment because they have made or supported a complaint or raised grievance under the Equality Act 2010 or have been suspected of doing so.

#### Protected characteristics

The nine protected characteristics under the Equality Act 2010 are:

- Age
- Disability
- Gender reassignment
- Race
- Religion or belief
- Sex
- Sexual orientation
- Marriage and civil partnership
- Pregnancy and maternity.

Incidents may involve a small or large number of persons; they may vary in their degree of offence and may not even recognise the incident has discriminatory implications; or at the other extreme their behaviour may be quite deliberate and blatant.

#### Our procedures

We tackle discrimination by:

- Expecting all staff in the nursery to be aware of and alert to any discriminatory behaviour or bullying taking place
- Expecting all staff to intervene firmly and quickly to prevent any discriminatory behaviour or bullying, this may include behaviour from parents and other staff members

- Expecting all staff to treat any allegation seriously and report it to the nursery manager. Investigating and recording each incident in detail as accurately as possible and making this record available for inspection by staff, inspectors and parents where appropriate, on request. The nursery manager is responsible for ensuring that incidents are handled appropriately and sensitively and entered in the record book. Any pattern of behaviour should be indicated. Perpetrator/victim's initials may be used in the record book as information on individuals is confidential to the nursery
- Informing: the parents/carers of the child(ren) who are perpetrators and/or victims should be informed of the incident and of the outcome, where an allegation is substantiated following an investigation
- Excluding or dismissing any individuals who display continued discriminatory behaviour or bullying, but such steps will only be taken when other strategies have failed to modify behaviour. This includes any employees where any substantiated allegation after investigation will incur our disciplinary procedures (please see the policy on disciplinary procedures).

We record any incidents of discriminatory behaviour or bullying to ensure that:

- Strategies are developed to prevent future incidents
- Patterns of behaviour are identified
- Persistent offenders are identified
- Effectiveness of nursery policies are monitored
- A secure information base is provided to enable the nursery to respond to any discriminatory behaviour or bullying.

#### Nursery staff

We expect all staff to be alert and seek to overcome any ignorant or offensive behaviour based on fear or dislike of distinctions that children, staff, parents or carers may express in nursery. We aim to create an atmosphere where the victims of any form of discrimination have confidence to report such behaviour, and that subsequently they feel positively supported by the staff and management of the nursery. It is incumbent upon all members of staff to ensure that they do not express any views or comments that are discriminatory; or appear to endorse such views by failing to counter behaviour, which is prejudicial in a direct manner. We expect all staff to use a sensitive and informed approach to counter any harassment perpetrated out of ignorance.

This policy was adopted on	Signed on behalf of the nursery	Date for review
1 <sup>st</sup> March 2025	L. Dunning	March 2026

## CONFIDENTIALITY, DATA CONTROL, ON-LINE ACTIVITY AND INFORMATION SHARING

### Confidentiality and Data Protection

At Camperdown we recognise that we hold sensitive/confidential information about children and their families and the staff we employ. This information is used to meet children's needs, for registers, invoices and emergency contacts. We store all records in locked cabinets in line with data protection registration and any information shared with the staff team is done on a 'need to know' basis and treated in confidence.

#### Legal requirements

- We follow the legal requirements set out in the National Care Standards and accompanying regulations about the information we must hold about registered children and their families and the staff working at the nursery.
- We follow the requirements of the Data Protection Act 2018 and the Freedom of Information (Scotland) Act 2002 with regard to the storage and retention of data and access to it.

#### Procedures

It is our intention to respect the privacy of children and their families, and we do so by:

- Storing confidential records in a locked filing cabinet
- Ensuring staff, student and volunteer inductions include an awareness of the importance of confidentiality and that information about the child and family is not shared outside of the nursery other than with relevant professionals who need to know that information. If staff breach any confidentiality provisions, this may result in disciplinary action and, in serious cases, dismissal. Students on placement in the nursery are advised of our confidentiality policy and required to respect it
- Ensuring that all staff, volunteers and students are aware that this information is confidential and only for use within the nursery and to support the child's best interests with parental permission
- Ensuring that parents/carers have access to files and records of their own children but not to those of any other child, other than where relevant professionals such as the police or local authority children's social care team decide this is not in the child's best interest

- Ensuring all staff are aware that this information is confidential and only for use within the nursery setting. If any of this information is requested for whatever reason, the parent/carer permission will always be sought other than in the circumstances above
- Ensuring staff do not discuss personal information given by parents/carers with other members of staff, except where it affects planning for the child's needs
- Ensuring staff, students and volunteers are aware of and follow our social networking policy in relation to confidentiality
- Ensuring issues concerning the employment of staff remain confidential to the people directly involved with making personnel decisions
- Ensuring any concerns/evidence relating to a child's personal safety are kept in a secure, confidential file and are shared with as few people as possible on a 'need-to-know' basis. If, however, a child is considered at risk, our child protection policy will override confidentiality.

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

## Emergency Information

Emergency information must be kept for every child and should be updated every six months with regular reminders to parents in newsletters, at parents' evenings, and a reminder notice on the Parent Information Board.

## Access and Storage

We believe that an open access policy is the best way of encouraging participation. Parents are welcome to view the policies and procedures file, which governs the way in which the nursery works. These can be viewed at any time when the nursery is open, simply by asking the nursery manager or by accessing the file in the cloakroom or on the nursery website. Parents will also be emailed their own personal copy of the policies and procedures for them to peruse at any time.

Parents are also welcome to see and contribute to all the records that are kept on their child; however, the nursery will adhere to Data Protection laws.

The nursery ensures that it is registered in regard to data protection and a copy of the certificate can be viewed in the cloakroom. All parent, carer, child and staff information is stored securely according to Data Protection registration including details, permissions, certificates and photographic images. The nursery's records and documentation are kept and stored in accordance with the minimum legislative archiving time. Children's Folders, profiles and/or running records will be sent home with the parent when the child leaves the nursery. Children's details, accident, incident, medicine and any other relevant information will be kept in archive for 7 years and three months. This will be reviewed annually and amended according to any change in law/legislation.

## Internet Control and iPads

Children using computers in the nursery will not have unsupervised access to the internet. Programmes installed on the computers and iPads are age appropriate and computers are placed in a visible position so that adults can see what is on the screen.

## Camera, Mobile Phone and Recording Devices

This policy refers to all information storage devices including cameras, mobile telephones and any recording devices including smartphones and smartwatches. At Camperdown we recognise that photographs and video recordings play a part in the life of the nursery. We ensure that any photographs or recordings taken of children in our nursery are only done with prior written permission from each child's parent and only share photos with parents in a secure manner. We obtain this when each child is registered, and we update it on a regular basis to ensure that this permission still stands.

We ask for individual permissions for photographs and video recordings for a range of purposes including use in the child's learning journey; for display purposes; for promotion materials including our nursery website, brochure and the local press. We ensure that parents understand that where their child is also on another child's photograph, but not as the primary person, that may be used in another child's learning journey. If a parent is not happy about one or more of these uses, we will respect their wishes and find alternative ways of recording their child's play or learning.

Staff are not permitted to take any photographs or recordings of a child on their own information storage devices e.g., cameras, mobiles, or smartwatches unless prior permission has been obtained from the Nursery Manager. This would only be in the case of recording external trips or writing reports at home. In these cases, recordings, photos and documents should be forwarded to the nursery electronic storage and deleted immediately. The nursery manager will monitor all photographs and recordings to ensure that the parent/carer wishes are met, and children are safeguarded. Parents/carers are not permitted to use any recording device or camera (including those on mobile phones or

smartwatches) on the nursery premises without the prior consent of the manager. During special events, e.g., Christmas or leaving parties, staff may produce group photographs to distribute to parents/carers on request. In this case we will gain individual permission for each child before the event. This will ensure all photographs taken are in line with parental choice. We ask that photos of events such as Christmas parties are not posted on any social media websites/areas.

At Camperdown we use tablets in the room to take photos of the children and record these directly on to their electronic learning journeys. We also do routine checks to ensure that emails and text messages (where applicable) have not been sent from these devices and remind staff of the whistle blowing policy if they observe staff not following these safeguarding procedures. Staff are not permitted to use the nursery tablets for any personal reasons.

## Staff Mobile Phones and Smart Watches

**We believe our staff should be completely attentive during their hours of working, to ensure all children in the nursery receive good quality care and education. This is why mobile phones will not be used during working hours.**

We therefore ensure that:

- Mobile phones are not turned on during your working hours and smartwatches are either turned off or on silent and not accessed during your working hours.
- Mobile phones can only be used on a designated break and then this must be away from the children.
- Mobile phones should be always stored in the office during working hours.
- No personal devices are permitted to be connected to the nursery Wi-Fi at any time.
- No photographs will be taken of the children on any phones unless prior permission has been granted by the Nursery Manager.
- During outings, staff will use mobile phones in emergency situations only. Photographs of the children on outings can only be taken on nursery-owned tablets.
- Management only must download apps onto nursery devices. This will ensure only age and content appropriate apps are accessible to staff, or children using them.
- Passwords/passcodes for nursery devices must not be shared or written down and will be changed regularly.
- Nursery devices will not be taken home with staff and will remain secure at the setting when not in use. If a device is needed to be taken home due to unforeseen circumstances, then the person taking this device home must ensure it is securely stored and not accessed by any other individual and returned to nursery as soon as practically possible.

If any of the above points are not followed then the member of staff involved will face disciplinary action, which could result in dismissal.

## Parents' use of mobile phones and Smartwatches

Parents are asked to refrain from using their mobile phones whilst in the nursery or when collecting or dropping off their children. We will ask any parents using their phone inside the nursery premises to finish the call or take the call outside. We do this to ensure all children are safeguarded and ensure the time for dropping off and picking up is a quality handover opportunity where we can share details about your child.

## Visitor use of mobile phones and smartwatches

Visitors are not permitted to use their mobile phones or smart watches whilst at nursery and are asked to leave them in a safe secure place, such as the nursery office, for the duration of their visit.

## Social Networking Sites

With the increase in use of social networking i.e., Twitter, Facebook, Snapchat, Instagram etc. we feel that restrictions need to be placed on staff when they access social networking sites. To preserve stakeholder's confidentiality, dignity and to preserve the nursery's reputation, we ask that: -

- Staff will not post anything onto social networking sites that could be construed to have any impact on the nursery's reputation.
- Staff will not refer to their place of work by name or service provided.
- Staff will not post anything onto social networking sites that would offend any other member of staff, parent/ carer or service user.
- Staff will ensure that their personal pages are kept "private" with access given to friends only.
- Staff will not invite parents to be 'friends'.
- Parents will not invite staff to be 'friends'.

The nursery has a dedicated Facebook page where parents are kept informed of what is happening in the nursery. This is closely monitored, and management ensures that all the correct permissions are in place prior to posting. Our Facebook page continues to be very popular, and we receive many positive comments from parents and families. Our Facebook page is a closed group page and can only be viewed by those with prior approval from the Nursery

Management. We have a list in nursery of children who are/are not allowed on Facebook. We ask parents/carers not to screenshot photographs. If they would like a copy of a photo that has been posted on our closed group page then this can be requested by the Nursery Manager. We also have a public page for the purpose of marketing and promotion of nursery services. No pictures or names of children or service users will ever be used on this page without prior permission.

We promote the safety and welfare of all staff and children and therefore ask parents/carers and visitors not to post publicly or privately information about their child and which nursery they attend on social media sites such as Facebook and Twitter. We ask all parents and visitors to follow this policy to ensure that information about children, images and information do not fall into the wrong hands.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
<i>1<sup>st</sup> March 2025</i>	<i>L. Dunning</i>	<i>March 2026</i>

# PERSONNEL POLICIES

## Safer Recruitment of Staff Policy

At Camperdown we are vigilant in our recruitment procedures aiming to ensure that all people looking after children are suitable to fulfil the requirements of their role. We have effective systems in place to ensure that practitioners and any other person who may have regular contact with children are suitable.

We follow the best practice guidance as laid out in the Care Inspectorate document Safer recruitment through better recruitment (2016) which outlines the procedures we follow every time we recruit a new member of staff to join our team. These are summarised as follows: -

### Legal requirements

- During the recruitment process no job applicant or internal applicant will receive less favourable treatment on the grounds of gender, race, disability, colour, nationality, ethnic or national origin, marital status, sexuality, responsibility for dependants, religion, or age. Selection criteria and procedures will be kept under review to ensure that individuals are selected, promoted, and treated on the basis of their relevant merits and abilities.
- We abide by all legal requirements relating to safe recruitment set out in the Health and Social Care Standards and accompanying regulations
- We also follow any requirements or guidance given by the Disclosure Scotland's Protecting Vulnerable Groups Scheme (PVG) in relation to carrying out checks and The Scottish Social Service Council (SSSC) professional register or other relevant professional registers.
- We abide by the employer's responsibilities relating to informing SSSC and Disclosure Scotland of any changes to the suitability of their staff, whether this member of staff has left the nursery or is still under investigation.

### Advertising

- We use Indeed and local social media sites to advertise for any vacancies. We also advertise any vacancies internally to ensure all current employees are given equal opportunity to progress within the organisation.
- We ensure that all recruitment literature includes details of our equal opportunities policy and our safe recruitment procedures, including PVG registration and that at least two independent written references for each new employee, one of which should be the candidate's last employer.

### Interview stage

- We shortlist all suitable candidates against a pre-set specification and ensure all applicants receive correspondence regardless of whether they are successful in reaching the interview stage or not.
- All shortlisted candidates receive a job description which includes a person specification prior to the interview.
- The manager decides the most appropriate people to interview. There will be at least two people involved who are both involved in the overall decision making.
- All candidates reaching the interview stage are questioned using the same set criteria and questions. These cover specific areas of childcare, including safeguarding the children in their care, planning suitable activities to enhance the child's development and their understanding of the legal frameworks applied to childcare and used in the nursery. The questions are value based and will ensure the candidate has the same values as the nursery with regards to the safety and welfare of the children in their care. The interview will also cover any gaps in the candidate's employment history.
- Every shortlisted candidate will be asked to take part in a supervised practical exercise which will involve spending time in a playroom in the nursery interacting with the children, staff, and where appropriate parents/carers.
- The interview panel will select the most suitable person for the position based on their interview, skills, knowledge, and feedback from service users.
- Every candidate will receive communication from the nursery stating whether they have been successful or not. Unsuccessful candidates are offered feedback.

### Starting work

- The successful candidate will be offered the position subject to at least two references, one of which will be from their last employer or in the case of a newly qualified student or school leaver, their tutor and a personal or professional reference. These references will be taken up BEFORE employment commences. This will be verbal initially and then followed up with a written reference which will form part of their personnel file.
- The identity of the successful candidate will be checked using, for example, their passport and/or photo card driving licence. All candidates are required to prove they are eligible to work in the UK.
- All new staff will need to join the Protecting Vulnerable Groups (PVG) scheme.
- All new staff shall be subject to a check of The Scottish Social Service Council (SSSC) professional register or other relevant professional register.
- All qualifications will be checked, and copies taken for their personnel files.
- All new members of staff will undergo an intensive induction programme supported by the Scottish Government document The early learning and childcare (ELC) national induction resource (2022) during which time they will read and discuss the nursery policies and procedures and be allocated a mentor who will introduce them to the way in which the nursery operates.

- During their induction period all new staff will receive training in basic safeguarding children and child protection and how to protect the child's health, safety, and welfare in this manner
- The new member of staff will have regular meetings with the manager or their supervisor during their induction period to discuss their progress, any support required and/or further training and professional development opportunities.
- The new member of staff will undergo a 3-month trial period at the end of which a permanent contract may or may not be offered.

#### Ongoing support and checks

- All staff are responsible for notifying the manager in person should any circumstances affect their suitability to work with children. This will include any incidents occurring outside the nursery. Staff will face disciplinary action should they fail to notify the manager within a reasonable timescale
- All staff are required to be registered with the SSSC:
  - Managers
  - Early learning and childcare practitioners
  - Support workers.
- Each member of staff will attend two meetings a year with the manager, a formal appraisal, and a more informal review. This will provide an opportunity for the manager and member of staff to discuss training needs for the following six months as well as discuss their performance in the previous six months.
- The manager will hold regular support and supervision meetings with all staff and staff teams to provide mentor support, one-to-one training sessions, ongoing supervision, work-based observations, and constructive feedback.
- The nursery will provide appropriate opportunities for all staff to undertake professional development and training to help improve the quality of experiences provided for children.

#### [National Safer Recruitment Guidance | Care Inspectorate Hub](#)

[Early learning and childcare – national induction resource - latest version: August 2022 - gov.scot \(www.gov.scot\)](#)

### Staff Training Policy

It is a requirement under The Social Care and Social Work Improvement (Scotland) Regulations 2011 to ensure that at all times suitably qualified and competent persons are working in the service and that the service ensure that employees receive training appropriate to the work they are to perform and are given suitable assistance, including time off, for the purpose of obtaining further qualifications.

It is the policy of Camperdown Nursery to promote development of employees. We take an active interest in the careers of our employees and like to provide opportunities to improve and extend their skills, knowledge and abilities and to encourage each staff member to participate in continuous professional development. We will, as a company, provide the environment necessary to meet our staff's career aspirations.

Personal and professional development is essential for maintaining the delivery of high-quality care and learning for children in their early years. It underpins all aspects of positive interactions and activities planned for children.

Any staff wishing to undergo training or to work towards a qualification, relevant to their position, should complete a training request form. If approved the nursery will pay for all relevant training for each member of staff, this however will be repayable should the employee leave within 1 year of finishing the training. Any training that would benefit the entire staff will be carried out in-house. Staff should complete a training evaluation and reflection form after completing training and are encouraged to share any learning from training undertaken with their colleagues and will have the opportunity to put their training into practice. Suggestions for relevant nursery training opportunities should be discussed with the Nursery Manager.

It is expected that employees undergoing learning towards qualifications should show some commitment to their own personal development. Therefore, any professional courses should be undertaken during the staff's own time, this includes completion of assignments and revision.

Staff are required to undertake mandatory training which covers areas such as first aid, child protection, infection prevention and control, health and safety and food hygiene. Training in all these areas will be provided and paid for by the nursery and staff will be able to undertake this training either during working hours or will be paid for any additional time needed.

The SSSC Codes of Practice for Social Service Workers say that all registered workers must undertake relevant learning to maintain and improve their knowledge and skills and contribute to the learning and development of others. It is the responsibility of each employee to keep a record of their own continuous professional learning (CPL).

### Smoking and Vaping

Smoking and the use of e-cigarettes has proved to be a health risk and therefore in accordance with legislation, the nursery operates a strict no smoking or vaping policy within its buildings and grounds. It is illegal to smoke in enclosed places.

All persons must abstain from smoking or vaping while on the premises. This applies to staff, students, parents, carers, contractors and any other visitors to the premises. Staff accompanying children outside the nursery, are not permitted to smoke or vape. We also request that any parents or carers accompanying nursery children on outings refrain from smoking or vaping while caring for the children.

Staff must not smoke or vape while wearing nursery uniform, as it is essential that staff are positive role models to children and promote a healthy lifestyle. If staff choose to smoke or vape during breaks, they are asked to change into their own clothing and smoke or vape away from the main entrance and nursery premises. Staff must wash their hands when returning to nursery.

We respect that smoking or vaping is a personal choice, although as an organisation we support healthy lifestyles. We follow Public Health Scotland advice and aim to help staff and parents to stop smoking or vaping by:

- Providing factsheets and leaflets
- Providing information of local help groups
- Providing details of the NHS quit smoking helpline - [www.smokefree.nhs.uk](http://www.smokefree.nhs.uk)
- Offering information regarding products that are available to help stop smoking.

## Alcohol and substance misuse

We are committed to taking all necessary steps to keep children safe and well. This includes making sure that children are not exposed to adults who may be under the influence of alcohol or other substances that may affect their ability to care for them. This policy is in line with the Health and Safety at Work Act 1974 and The Misuse of Drugs Act 1971.

### Alcohol

Under the Health and Safety at Work Act 1974, companies have a legal requirement to provide a safe working environment for all of their employees.

Anyone who arrives at the nursery clearly under the influence of alcohol will be asked to leave. If they are a member of staff, the nursery will investigate the matter and will initiate the disciplinary process as a result of which action may be taken, including dismissal. Staff can still be under the influence of alcohol the day after the night before and staff should be aware of this, ensuring this is not the case when starting work.

If they are a parent/carer, the nursery manager and/or designated safeguarding officer will judge if the parent is suitable to care for the child. This may involve calling the second contact on the child's registration form to collect them. If a child is thought to be at risk, the nursery will follow the safeguarding children and child protection procedure and the police/children's social services may be called (see adults arriving under the influence policy).

If anyone arrives at the nursery in control of a car under the influence of alcohol the police will be contacted. Staff, students, parents, carers, visitors, contractors etc. must not bring alcohol on to the nursery premises during open hours.

### Substance misuse

Anyone who arrives at the nursery or is suspected of being under the influence of illegal drugs, or any other substance including medication, that affects their ability to care for children will be asked to leave the premises immediately.

If they are a member of staff, an investigation will follow which may lead to consideration of disciplinary action, as a result of which dismissal could follow.

If they are a parent/carer the nursery manager or designated person in charge will judge if the parent/carer is suitable to care for the child. This may involve calling the second contact on the child's registration form to collect them. If a child is thought to be at risk, the nursery will follow the child protection procedure, and the police may be called.

The nursery manager will contact the police if anyone (including staff, parents/carers, students, volunteers, contractors and visitors) is suspected of being in possession of illegal drugs or if they are driving or may drive when under the influence of illegal drugs. If they are a member of staff, serious disciplinary procedures will be followed.

If a member of staff is taking medication that may affect their ability to care for children, they must seek medical advice and inform the nursery manager as soon as possible to arrange for a risk assessment to take place. This will ensure that staff members only work directly with children if medical advice confirms that the medication is unlikely to impair that staff member's ability to look after the children properly. Any medication, including staff medication, on the premises is stored securely, and out of reach of children, at all times.

If the nursery suspects there may be an issue with drugs or alcohol (either from observations and/or staff feedback) including poor performance, changes in behaviour and/or sickness, but there is no evidence that it is happening

during working hours or that they are arriving at work under the influence of drugs or alcohol, a meeting will be held with the member of staff and manager to investigate the health concerns.

Support and referral to appropriate services may be offered to the staff member, if this is considered appropriate. Confidentiality will be maintained at all times. The staff member will be reminded of the disciplinary procedures that will apply if they attend work under the influence of drugs or alcohol.

### Child protection

If a parent or carer is clearly over the alcohol limit, or under the influence of illegal drugs and it is believed the child is at risk, we will follow our safeguarding children and child protection procedures, contact social services and the police.

Staff will do their utmost to prevent a child from travelling in a vehicle driven by the parent or carer and if necessary, the police will be called. Where an illegal act is suspected to have taken place, the police will be called.

## Babysitting Policy

Members of staff often baby-sit for children who attend the nursery. These arrangements are private babysitting arrangements and are done within the worker's own time and separate from any contract that the nursery has with the parent/carer and is excluded from any insurance cover held by the nursery. Staff are required to disclose to the nursery when undertaking babysitting for a child that attends the nursery. If a parent/carer is looking for a staff member to babysit, then they should approach the staff member directly. Parents and carers are reminded that staff have a strict code of confidentiality and are asked not to put staff in an uncomfortable and compromising position by asking questions or entering into discussions about the nursery, its staff and other service users. During a private baby-sitting session or out with the nursery, staff registered with SSSC are still required to follow the codes of conduct. If a parent/carer or staff member has observed something which causes concern, then they should follow child protection procedures. Babysitting arrangements should not affect a member of staff's ability to carry out any aspect of their employment. If this occurs staff will be asked not to continue with any babysitting arrangements.

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# VISITOR, VOLUNTEER AND STUDENT POLICY

## Visitors

At Camperdown we aim to protect the children in our care at all times. This includes making sure any visitors to the nursery are properly identified and supervised. All visitors must sign the visitors' book on arrival and departure. Where applicable, visitors' identity should be checked, e.g. Care Inspectorate inspectors or colleagues attending in a professional capacity such as speech and language therapists. Visitors are informed of any relevant policies including the fire evacuation procedure and mobile phone camera and other recording devices policy including use of smartwatches where applicable. A member of staff must accompany visitors in the nursery at all times while in the building; at no time should a visitor be left alone with a child unless under specific circumstances arranged previously with the manager.

## Security

- Staff must check the identity of any visitors they do not recognise before allowing them into the main nursery. Visitors to the nursery must be recorded in the Visitors' sheet and accompanied by a member of staff at all times while in the building
- All external doors must be kept locked at all times and external gates closed. All internal doors and gates must be kept closed to ensure children are not able to wander
- Parents/carers, visitors and students are reminded not to hold doors open or allow entry to any person, whether they know this person or not. Staff within the nursery should be the only people allowing external visitors and parents entry to the nursery
- The nursery will under no circumstances tolerate any form of harassment from third parties, including visitors, towards others, including children, staff members and parents/carers. The police may be called in these circumstances.

## Volunteers

At Camperdown we recognise the immense benefits that volunteers bring to the nursery. In return we hope to give volunteers an opportunity to share their skills in a different environment and to undertake new experiences.

**Status of volunteers:** A volunteer is not an employee and will not have a contract of employment with the nursery. We will however insist that the volunteer follows all nursery procedures in the same manner as a paid employee to ensure consistency, safety and quality of care and early learning for the children. Volunteers will be supervised at all times.

**Protecting Vulnerable Groups (PVG) registration:** All volunteers will have suitability checks conducted in the same way as paid employees. This will include PVG registration.

**Policies and procedures:** Volunteers are expected to comply with all the nursery's policies and procedures. The volunteer's induction process will include an explanation of this.

**Confidentiality:** Volunteers should not disclose any information about the nursery, staff, children or families as stated in the confidentiality policy and should follow the nursery confidentiality procedure at all times.

### Volunteer's induction pack

On commencing their volunteer work, the volunteer will be given a pack containing:

- General information about the nursery
- A copy of this volunteering policy
- A confidentiality statement which will require reading, signing and returning to the nursery manager
- Details of access to all relevant nursery policies and procedures.

### Volunteer support

The nursery has a designated officer who will take the volunteer through their induction and support and advise them throughout their time in the nursery. Our designated officer for volunteers is the Nursery Manager and in her absence the Deputy Manager.

## Students

At Camperdown we are committed to sharing good practice with those wishing to pursue a career in childcare. We welcome students to join our staff team and gain work experience within our nursery. We welcome the chance to encourage training. We will accept one or two students at a time as more students than this places undue pressure on staff. We do, however, accept small groups or occasional placements when research or studies are being carried out that will be of benefit to childcare.

We will only offer placements to students who are associated with a recognised child-related course, or on occasions, pupils from local secondary schools on work experience. We offer placements only after discussions with the appropriate tutors and the establishment of close links with the college or school.

We expect all students to visit the nursery for an interview (where applicable or phone call from workplace experience), followed by their student induction and nursery tour. At this time, students will have the opportunity to read and discuss relevant health and safety policies and receive a copy of the Student Handbook.

Our policy for those on placements is as follows:

- All students will have registered with the Protecting Vulnerable Groups (PVG) check before their placement begins. (Excluding those school pupils on work placement experience)
- All students are assigned to the manager who will supervise their work and explain the health, safety and fire requirements of the nursery
- Students will be supervised at all times by the staff and will not be left alone with the children.
- Students will be supported to understand nursery policies and procedures
- We require students to keep to our confidentiality policy
- It is expected that during the student's placement, their tutor will visit the nursery or have verbal communication with the Student Co-ordinator to receive feedback about the student's progress
- Students will be offered support and guidance throughout their placement and given constructive honest feedback in respect of their performance. Staff will respect individual students' needs and abilities
- An accurate evaluation of ability and performance for both students and training providers will be provided and the nursery will support students who are experiencing difficulties with action plans if needed
- To maintain parent partnerships, parents/carers will be informed when students are present in the nursery e.g. via the parent noticeboard or Facebook page. Wherever possible this will be accompanied by a recent photograph of the student
- All students on placement must adhere to the same codes of conduct as permanent staff including timekeeping and dress codes
- All students are encouraged to contribute fully to the nursery routine and to spend some time in each area.

In some cases, we may include students on long term placements (aged 17 and over) and staff working as apprentices in early education (aged 16 and over) in our staff: child ratios. This will be at the discretion of the manager and only will only occur when the manager is satisfied the student/apprentice is competent and responsible.

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## COMPLAINTS, COMPLIMENTS AND SUGGESTIONS

Our nursery believes that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We always hope that you will be happy with the service provided and that you might like to voice your appreciation to the staff concerned. We record all compliments and share these with staff. We welcome any suggestions from parents on how we can improve our services and appreciate your ideas. We have a suggestions/ideas sheet in the cloakroom, you can email us directly or just pass on your ideas to a member of staff.

Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery. If we are not able to resolve a concern, there is a formal complaints procedure outlined below. Should anyone need to make a complaint about any aspect of the nursery, their concern will be taken seriously and investigated by the Manager. If the parent/carer wishes to raise a concern with a senior member of the management team who is not the nursery manager or a member of the staff team, then they can contact Laura Dunning. Laura is Managing Director of the service provider and can be contacted confidentially on her direct email address [doyle.laura@talk21.com](mailto:doyle.laura@talk21.com).

In case of a complaint relating to child protection, please refer to the Child Protection Policy.

### Complaints procedure

#### Stage 1

If any parent/carer should have cause for complaint or any queries regarding the care or early learning provided by the nursery, they should in the first instance take it up with a member of staff. This will be passed to management and will be recorded in our complaints register along with any supporting documents, investigations, records of any resulting meetings or discussions, the outcome of the complaint and any learning that will influence improvement within the service.

## Stage 2

If the issue remains unresolved or parents/carers feel they have received an unsatisfactory outcome, then these concerns must be passed to the nursery manager. The manager will then investigate the complaint and report back to the parent/carer within three working days. This will be fully documented in the complaints logbook and will detail the nature of the complaint and any actions arising from it.

(Most complaints are usually resolved informally at stage 1 or 2.)

## Stage 3

If the matter is still not resolved, a formal meeting will be held between the manager, parent or carer, and the senior staff member to ensure that it is dealt with comprehensively. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree and receive a copy, which will signify the conclusion of the procedure.

## Stage 4

If the matter cannot be resolved to the satisfaction of all parties, then parents/carers have the right to raise the matter with the Care Inspectorate, 3 C & D South Victoria Quay, Edinburgh, EH6 6QQ. Tel: 0345 600 9527 or by email [concerns@careinspectorate.gov.scot](mailto:concerns@careinspectorate.gov.scot). Information on how to complain can also be found on the Care Inspectorate website [www.careinspectorate.com](http://www.careinspectorate.com).

A record of complaints will be kept in the nursery. Parents will be able to access this record if they wish to, however all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. The Care Inspectorate will have access to this record at any time during visits to ensure actions have been met appropriately.

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## DUTY OF CANDOUR

The duty of candour is a legal requirement for all care services to inform people (and their families) when there has been a serious adverse event where someone may have been harmed (either physically or psychologically) as a result of the care they have received. Providing a care service is associated with risks and there are unintended or unexpected events resulting in harm. When this happens Camperdown Nursery commits to informing parents, carers and relatives, open and honestly, what happened, what will be done in response, and what actions and steps will be taken to stop this happening again to someone else in the future. We are committed to: -

- putting complainants at the heart of our complaints process
- publish an annual duty of candour report which will be made available to all service users. If there have been no events which trigger a duty of candour, then parents/carers will be informed through our newsletter
- If there has been a serious event which triggers a duty of candour, parents/carers will be informed as soon as is reasonably practicable by letter
- ensuring that all information is appropriately and clearly communicated, easily understood and available (where data protection policies allow) to all
- ensuring processes are simple and timely with as few steps as necessary within an agreed and transparent time frame.
- providing quality outcomes in all complaints through robust but proportionate investigation and the use of clear quality standards
- being objective and ensuring all information is evidence based and driven by facts and established circumstances, not assumptions.

By following our complaints procedure, we will: -

- Resolve complaints at the earliest opportunity to the person's satisfaction wherever possible and appropriate.
- ensure that our process is driven by the search for improvement, using analysis of outcomes to support service delivery and drive service quality improvements.

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## **ACCOUNTABILITY**

The Nursery Manager is responsible for the overall supervision and day-to-day management of the nursery. The owner of the nursery, Laura Dunning, is responsible for ensuring that the nursery is run to the highest possible standard and that the nursery continues to meet all current legislation and health and safety laws. When the Nursery Manager is not on nursery premises, the responsibility for the running of the nursery will be with the Person in Charge who will always be able to contact either the Manager or the Owner.

Appendix 1: NHS Communicable Diseases Table

Infection Prevention and Control in Childcare Settings: September 2015 Health Protection Scotland

Infection or symptoms	Recommended Exclusion	Comments
<b>1. Rashes/ skin infections</b>		
Athletes foot.	None.	Not serious infection child should be treated.
Chickenpox (Varicella Zoster).	Until all vesicles have crusted over (usually 5 days).	Pregnant staff should seek advice from their GP if they have no history of having the illness.
Cold sores (herpes simplex).	None.	Avoid kissing and contact with the sore.
German measles (rubella).	6 days from onset of rash.	Preventable by immunisation. Pregnant staff should seek advice from their GP
Hand Foot and Mouth (coxsackie).	None.	If a large number of Children affected contact HPT as exclusion may be required.
Impetigo (Streptococcal Group A skin infection).	Until lesions are crusted or healed or 48hours after starting antibiotics .	Antibiotics reduce the infectious period.
Measles.	4 days from onset of rash.	Preventable by immunisation. Pregnant staff should seek advice from their GP.
Molluscum contagiosum.	None	Self limiting condition..
Ringworm.	Not usually required unless extensive.	Treatment is required.
Roseola.	None.	None
Scabies.	Until first treatment has been completed.	2 treatments are required including treatment for close contacts.
Scarlet fever.	Child can return 24 hours after starting appropriate antibiotic treatment.	Antibiotic treatment is recommended for the affected child.
Slapped cheek/fifth disease. Parvovirus B19.	None (once rash has developed).	
Shingles.	Exclude only if rash is weeping and cannot be covered.	Can cause chickenpox in those who are not immune, ie have not had chickenpox. It is spread by very close contact and touch.
Warts and verrucae.	None.	Verrucae should be covered in swimming pools, gymnasiums and changing rooms.
<b>2. Diarrhoea and vomiting illness</b>		
Diarrhoea and/or vomiting.	48 hours from last episode of diarrhoea or vomiting.	
<i>E. coli</i> O157 VTEC Typhoid and paratyphoid (enteric fever) <i>Shigella</i> (dysentery).	Should be excluded for 48 hours from the last episode of diarrhoea. Further exclusion may be required for some children until they are no longer excreting.	Further exclusion is required for children aged five years or younger and those who have difficulty in adhering to hygiene practices.
Cryptosporidiosis.	Exclude for 48 hours from the last episode of diarrhoea.	Exclusion from swimming is advisable for two weeks after the diarrhoea has settled.
<b>3. Respiratory infections</b>		
Flu (influenza).	Until recovered.	
Tuberculosis.	Requires prolonged close contact for spread until no longer infectious.	
Whooping cough (pertussis).	Five days from starting antibiotic treatment, or 21 days from onset of illness if no antibiotic treatment.	Preventable by vaccination. After treatment, non-infectious coughing may continue for many weeks.

<b>4. Other infections</b>		
Conjunctivitis.	None .	
Diphtheria.	Exclusion is essential.	Family contacts must be excluded until cleared to return by your local HPT. Preventable by vaccination.
Glandular fever.	None.	
Head lice.	None.	Treatment is recommended only in cases where live lice have been seen.
Hepatitis A.	Exclude until seven days after onset of jaundice (or seven days after symptom onset if no jaundice).	
Hepatitis B, C, HIV/AIDS.	None.	Hepatitis B and C and HIV are bloodborne viruses that are not infectious through casual contact.
Meningococcal meningitis/ septicaemia.	Until recovered.	Meningitis C is preventable by vaccination. There is no reason to exclude siblings or other close contacts of a case. In case of an outbreak, it may be necessary to provide antibiotics with or without meningococcal vaccination to close school contacts.
Meningitis due to other bacteria.	Until recovered.	Hib and pneumococcal meningitis are preventable by vaccination. There is no reason to exclude siblings or other close contacts of a case.
Meningitis viral.	Until recovered.	Milder illness. There is no reason to exclude siblings and other close contacts of a case. Contact tracing is not required.
MRSA.	None.	Good hand hygiene and environmental cleaning.
Mumps.	Exclude child for five days after onset of swelling.	Preventable by vaccination (MMR x2 doses).
Threadworms.	None.	Treatment is recommended for the child and household contacts.
Tonsillitis.	None.	There are many causes, but most cases are due to viruses and do not need an antibiotic.