



Constable Country Childcare

Policies, Procedures, Practice and Constitution

**Brooklands Young Explorers - Head Office,
Woodlands & Jungle Rooms
Caretakers Bungalow
Palfrey Heights
Brantham
Manningtree, Essex
CO11 1RX**

**St Michael's Pre-School
The Institute
Rectory Lane
Brantham
Manningtree, Essex
CO11 1PZ**

**Brooklands Young Explorers -Ocean Room
(inside Brooklands CP School)
Palfrey Heights
Brantham
Manningtree, Essex
CO11 1RX**

**East Bergholt Young Explorers
Cherry Blossom Children's Centre
Hadleigh Road
East Bergholt
Colchester, Essex
CO7 6QT**

**Stutton Young Explorers
Holbrook Road
Stutton
Ipswich
Suffolk
IP9 2RY**

Constable Country Childcare

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These policies and the Constitution have been revised and adopted by the
Management Committee January 2023
They will be reviewed on an annual basis. Next date for review January 2024

Status : Draft only - pending next formal review : Reviewed Jan 24, Updated 11/6/25 (E&OE)

*denotes slight variation between Constable Country Childcare due to different locations

1 ADMISSIONS and FEES

All settings under Constable Country Childcare

It is our intention to make our childcare provision genuinely accessible to children and families from all sections of the local community.

In order to accomplish this, we will:

- Ensure that the existence of the childcare provision is widely known in local communities. We will place notices advertising the childcare provision in places where all sections of the community can see them, in more than one language if appropriate.
- Places will be allocated on a first come, first served basis.
- Describe the childcare provision and its practices in terms which make it clear that it welcomes both fathers and mothers, all relations and other carers, including childminders, and people from all cultural, ethnic, religious and social groups, with and without disabilities.
- Monitor the gender and ethnic background of children joining the group to ensure that no accidental discrimination is taking place.
- Make our equality of opportunity policy widely known.

EXCEPTIONAL CRITERIA LIST

- Children with special or additional needs
- Physically disabled child, parent or sibling
- Socio- economically disadvantaged home circumstances
- Looked After Children
- Children on Child Protection Register
- Children in Child in Need Plans
- Direct referrals from Social Care, Health Visitor, Children`s centre, GP`s, Paediatricians, Isolated children / family
- EAL
- Member of family seriously ill

N.B. – this is not hierarchical.

Please note: Where extra resources may be needed to fully support children, admissions would be determined by the Group Manager and SENCO in consultation with other agencies such as Educational Psychologist, Specialist Teachers, Health Visitors and Suffolk County Council advisors to ensure that we can fully accommodate for their needs.

Fees

Bills are raised monthly in arrears and sent to parents/ carers via email between the 5th & 12th of each month. It is the parent's/guardian's responsibility to notify (as appropriate) either billing@constablecountrychildcare.co.uk or payments@constablecountrychildcare.co.uk if their bill has not been received during this period.

If you do not have access to the internet paper copies will be provided on request.

Charges for Additional Services

Description	Additional Cost
Care before 8.00am: 7.00am drop off (<i>St Michael's ONLY</i>) (<i>not available with funding</i>)	£7.00 (Babies) £6.60 (2 years) £6.25 (3 years+)
Care before 8.00am: 7.30am drop off (<i>All settings</i>) (<i>not available with funding</i>)	£3.50 (Babies) £3.30 (2 years) £3.13 (3 years+)

Additional drop off - 8.45am <i>(not available with funding)</i>	£2.00
Additional pick up - 3.15pm <i>(not available with funding)</i>	£2.00
Additional pick up – 4.30pm <i>(not available with funding)</i>	£10.50 (Babies) £9.90 (2 years) £9.38 (3 years+)
Breakfast – served between 7.30am – 8.30am	80p
Hot Lunch – served at 12.15pm	£3.00 (Babies) £3.20 (2 years) £3.40 (3 years+)
Tea – served at 4.30pm	£2.30 (Babies) £2.50 (2 years) £2.70 (3 years+)
Snack AM (compulsory)	60p
Snack PM (compulsory)	60p

Government Funding

As of September 2024, funding is available for children from 9 months old, please check eligibility on www.childcarechoices.gov.uk

From April 2024, working families of 2-year-olds may get 15 hours of funded early education a week for 38 weeks a year. From September 2025 this will expand to 30 hours.

All 3 and 4-year-olds receive 15 hours funded early education a week for 38 weeks a year.

Working families of 3 and 4-year-olds may get another 15 hours childcare a week. That's up to a total of 30 hours a week for 38 weeks of the year.

- Apply through the government's Childcare Choices website.
www.childcarechoices.gov.uk
- If successful, you will receive a code (an 11-digit number).
- To book a place take the code to your childcare provider with your child's birth certificate and proof of address.

Parents 2-Year-Old Eligibility Checker-now available

Parents are able to check if they are eligible for 2-year funding under the economic criteria using an electronic checker. If your child is eligible you will be given a reference number, which you can give to the setting.

Suffolk County Council has launched a 'Golden Ticket' campaign, informing parents of eligible 2-year olds they're entitled to 570 hours of free childcare a year. This is equal to up to 15 hours per week during term time, or fewer hours per week stretched over the whole year. Currently 2-year olds who meet the eligibility criteria are entitled to up to 15 hours of free early education from the term after their second birthday right up until they start school. The non-transferable Golden Tickets will include a unique reference number which can be used with any childminder, nursery or preschool that is registered with Ofsted and rated either "good" or "outstanding". If parents want to attend a childcare provider that is rated "requires improvement" an additional eligibility check will be required (Currently all of our settings are rated Good or Outstanding).

Funded Hours



We are pleased to accept funding for all age groups, please refer to the 'Preference Form' to view the selection of funded hours available.

Stretched Offer

We allow parents of children on a 47-week contract to "Stretch" their funded hours by taking fewer free hours a week, over more than 38 weeks of the year, i.e.

- 15 hours a week term time or a total of 570 hours taken throughout the year.
- 30 hours a week term time or 1140 hours taken throughout the year.

If you wish you can split the free early education between different settings as long as the total combined number of hours claimed by the settings does not exceed the maximum (15/30 hours) your child is entitled to.

If you decide to use your child's funding with us we will let you know when your child's funding starts and will give you a Parent/Carer Authorisation Form (PAF) for you to complete. We also need to see proof of your child's date of birth.

Early Years Pupil Premium (EYPP)

The early years pupil premium is additional funding for early years settings to improve the quality of education they provide for disadvantaged 3 and 4-year olds. The aim of the EYPP is to help close the gap between children from disadvantaged backgrounds and their peers by providing funding to early years providers like ourselves to help raise the quality of our provisions.

EYPP Eligibility Criteria 3 and 4-year olds in state funded early education attract

- Income Support.
- Income-based Jobseeker's Allowance.
- Income-related Employment and Support Allowance.
- Support under part VI of the Immigration and Asylum Act 1999.
- The guaranteed element of State Pension Credit.
- Child Tax Credit (**provided they are not also entitled to Working Tax Credit and have an annual gross income of no more than £16,190**).
- Working Tax Credit run-on, which is paid for 4 weeks after they stop qualifying for Working Tax Credit.
- Universal Credit.

Notice required to terminate sessions

Notice Period: Due to the long-term commitment, we make when reserving a child's place, we must ask you to make a similar commitment to us. We therefore, require a minimum of 6 weeks written notice, commencing from the first day of the month, to decrease or cancel your child's normal sessions on a permanent basis. This applies, unless your child is just using funded hours.

Administration Fee

A administration fee of £50 (per child) is required upon completion of registration to secure your child's place at your chosen nursery. Spaces will not be held until the fee is paid in full.

Closure Period

CCC will have two separate 1-week shutdown/closure periods. The planned closure periods when no services will be in operation are;

- 1 week over the Christmas period
 - 1 week in August – the week which follows the late August bank holiday
- ❖ If you have chosen a 47-week Contract you are entitled to a limited amount of days holiday which will be confirmed at the beginning of the academic year (September). The approximate five weeks entitlement includes bank holidays and our two shut down periods as stated above. If you have chosen a term time Contract and holiday is taken during



this time you will still be charged. Parents/carers are required to provide CCC with 1 month's calendar notice, failure to do so will result in parents/carers being charged.

Non-payment of fees

Parents agree that all monthly fees and extras (full time/part time attendance/food) will be paid in full within two weeks of receiving that month's bill. Additional sessions will be invoiced at the end of the month in which they are taken. Unpaid fees are subject to a £20 late payment fee if they are not received within the two-week period as stated above.

The late payment fee will be added to the next month's bill. Unpaid fees may result in immediate suspension or termination of care unless reasonable arrangements are made and accepted by both parties. The late payment fee may be waived in exceptional circumstances of hardship, where parents have discussed the matter with the Group Manager.

If the Group Manager is not contacted the late payment fee is payable along with outstanding monies. All extra hours are billed at the session rate or hourly rate. Full time and part time fees are based on booked days, not attendance, therefore parents are responsible for fees whether their child attends or not. This includes sick days and absence not included in the holiday entitlement.

Payment of fees are welcomed by bank transfer, standing order, voucher provider, cheques and we are happy to accept cash. Please make cheques payable to Constable Country Childcare and write your child's name on the back of the cheque.

The Charity banks with Metro Bank (Colchester Branch). Bank details are as follows:

Account name: Constable Country Childcare

Account number: 30747641

Sort Code:23-05-80

Please use your child's name as a reference on each payment so we can match up the payment to the bill. In the event of a cheque being represented or returned by the bank an additional fee of £25.00 will be payable immediately, to cover our bank and administration charges.

Continual late payment of fees or non-payment of fees may result in a County Court Action being deemed necessary and sought by the Charity. Furthermore, we may also suspend your child's place at nursery until the fees have been paid.

2. ADDITIONAL NEEDS

Objectives of Childcare Provision

Our childcare provision aims to provide inclusive experience for all children, including those with additional needs. We work in accordance with the Disability Discrimination Act and have regard to their Code of Practice.

Admission and Integration

We will admit all children in line with our Admissions policy.

We welcome enquiries from parents or the support services. Requests to admit a particular child will be discussed by the committee to ensure that we can meet this child's requirements.

We will provide for their individual needs working alongside the support services.

We will ensure equal opportunities for children with special needs by maintaining our high pupil: staff ratio.

Where appropriate additional support workers will be appointed to work with individual pupils.

We will provide resources that cater for individual needs and our premises will be adapted where possible to meet these needs.

We have installed accessible toilet facilities.

Positive Partnership with Parents

We welcome and encourage regular contact with all parents. We aim to meet with the parents of SEN pupils on a half-termly basis to discuss their child's progress and to plan future educational programmes. We also have a contact book for parents and key persons to use which allows for daily comments where appropriate, if requested.

Information will be issued by the special needs co-ordinator with useful addresses, organisations and contact references for all parents to consult if they have any worries or concerns.

Special Needs Co-ordinators

We have several Special Needs Co-ordinators throughout Constable Country Childcare responsible for:

- Working within the SEND Code of Practice 2014 and Equality Act 2010
- Reviewing Constable Country Childcare SEND Policy annually; copy of which is held in all settings.
- Liaise between Parents/Carers and other professionals supporting individual children
- Record keeping and curriculum planning to ensure continuity and progression

Keeping Records

We will maintain:

- A contact diary between Parents and one-to-one workers when deemed necessary.
- Each key person will carry out regular observations of children in their key group. All staff will use observation sheets to note particular details as they are working with the children.
- We will use these observations to regularly update Learning Journey's on Tapestry.
- We will prepare Individual Education Plans specific to individuals needs. These will be reviewed every 6-8 weeks with full parental consultation.
- CCC uses Provision Mapping to record additional support for individual children.

These records are recommended by Suffolk County Council.

Identification and Assessment of Children

Following the revised SEND code of practice:0 to 25 (2014). This replaces the SEN Code of Practice 2001. The code still applies for those who have a statement under part 4 of the Education Act 1996 rather than an Education Health Care Plan (EHC) under the Children and Families Act 2014.

We aim to identify and assess pupils as quickly as possible. If concerns about a particular child are raised in any of our settings, or by the child's parents or any other setting that the child has or is attending, the Group Manager or SENCo Lead will talk with parents. A programme will then be set up to observe the child and keep records of learning and development. We will then



Constable Country Childcare

Where every child is unique and special...

meet with the parents and make an assessment of the child's additional needs and set objectives to meet the child's individual needs within the framework of the nursery curriculum. At this stage, we will prepare an Individual Education Plan (IEP). This will be reviewed after a set period.

If the concern continues, we will then contact and arrange meetings with the appropriate support services/professionals/agencies. We will then maintain regular contact with parental permission between our setting, home and the support services to ensure continuity of care.

SEN Pupils and the Curriculum

All children have access to a broad and balanced differentiated curriculum contained in the Statutory Framework for the Early Years Foundation Stage (2020)

Budget Resources

We have a wide range of resources to meet individual children's needs and have access to further resources should these be required.

Arrangements for Considering Complaints

Complaints about SEN provision will be dealt with in accordance with our Complaints Procedure Policy.

In Service Training

Within each setting we have staff who have attended and completed appropriate training and are accredited SENCo's. Other staff have completed a variety of courses on supporting pupils with Additional Needs. Staff will access training through the Early Years and Childcare Training Programme as part of their professional development.

Links with Support Services

We maintain a list of relevant support services/professionals including the Early Years Inclusion Team. The Group Manager and SENCo will be responsible for establishing and maintaining links with these services. We will contact the appropriate support agencies/professionals as soon as we feel it is appropriate for an individual child after consultation with parents. We will also maintain links with schools and other settings involved and exchange records and information.

Review

The SEND policy and procedures will be reviewed annually by the Group Manager and SENCo Lead. A copy of Constable Country Childcare SEND Policy is available at all our settings.

3. BULLYING

We believe in helping children to respond to each other appropriately through example and by praising good behaviour. We use stories songs and poems to help children to understand at their own level. CCC include the fundamental British values of democracy, rule of law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs contained within the Early Years Foundation Stage framework. We would consider bullying to be a repeated occurrence of inappropriate behaviour rather than isolated incidents.

We would take any complaint about bullying very seriously and respond in the following way:

- If the complaint were made about another child in the setting, we would take time to talk to the parents of the child who had complained, in privacy and in the presence of at least two members of staff including a Manager
- We would record details of this meeting and ask the parent to agree the details.
- If the situation could be resolved by speaking to the child accused of bullying and helping him/her to modify his/her behaviour we would seek to do so. It is the behaviour not the person which will need to change and staff will support the child in doing so.
- Depending on the age of the child if we felt it appropriate to involve his/her parents we would arrange a meeting in private to discuss the situation.
- We would continue to monitor the situation and record details in a separate book.
- The Group Manager will oversee any complaints about bullying and if needed refer the matter to the Management Committee.
- It is important that all parties; children, staff and parents/carers recognise we have a responsibility for challenging bullying and all play a vital role in caring for the children in our care.
- If bullying persists after speaking to the child and his/her parents/carers a sanction will be applied making clear the disapproval of the behaviour.
- Sanctions will only be used when positive approaches have failed and as an absolute last resort.
- Sanctions applied in the case of bullying must take account of the age and stage of development of the child, be relevant to the action or actions and be fair.

If the complaint were made about a member of staff, we would immediately refer the matter to the Management Committee and arrange a meeting to resolve the situation.

Please read in conjunction with Equality of Opportunity Policy and Supporting Behaviour Policy.

4. COMPLAINTS PROCEDURE

As a member of the Pre-School Learning Alliance, we aim to provide the highest quality education and care for all our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

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

Making concerns known

- A parent who is uneasy about any aspect of the group's provision should first of all talk over any worries and anxieties with the Group Manager.
- If this does not have a satisfactory outcome within a couple of weeks, or if the problem recurs, the parent should put the concerns or complaint in writing and request a meeting with the Group Manager and the chairperson of the Management Committee. Both parents and the Manager should have a friend or partner present if required and an agreed written record of the discussion should be made.
- If a concern or complaint is directly about the Group Manager, then a parent may refer the matter direct to the Chairperson of the Management Committee (contact details provided hereunder).
- Complainants will be notified of the outcome within 28 days from receipt of the written complaint.

Most complaints should be resolved informally or at this initial stage

- If the matter is still not sorted out to the parent's satisfaction, the parent should again contact the Chairperson of the Management Committee.

It is hoped that most complaints would be resolved (informally or formally) at this stage

- However, if the matter is still not resolved to the parent's satisfaction, the parent may refer the matter to the Chairman of Trustees for final determination.
- If the parent and Chairman of Trustees cannot reach agreement, it might be helpful to invite an external mediator, one who is acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can help to clarify the situation.
- The mediator will help define the problem, review the action so far, and suggest further ways in which it might be resolved.
- The mediator will keep all discussion confidential. S/he will meet with the group if requested and will keep an agreed written record of any meetings that are held and of any advice s/he has given.

The role of the registering authority

In some circumstances, it will be necessary to bring in the local authority registration and inspection unit - OFSTED. The registering authority would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements.

In these cases, both parent and the childcare provision would be informed if appropriate, and OFSTED would ensure a proper investigation of the complaint followed by any action required.

We believe that most complaints are made constructively and can be sorted out at an early stage.

We also believe that it is in the best interests of the childcare provision and parents that complaints should be taken seriously and dealt with fairly and in a way, which respects confidentiality.

A record of complaints will be kept as required by Ofsted.



Should you wish to contact the Chairperson of the Trustees, the contact details are:

Dr Jane Pavitt : Email : jane.pavitt@constablecountrychildcare.co.uk

Should you wish to make a complaint direct to OFSTED, their address is as follows:

OFSTED
Piccadilly Gate
Store Street
MANCHESTER
M1 2WD

Ofsted Early Years Complaints Line: 0300 123 1231

Email:

enquiries@ofsted.gov.uk

5. CONFIDENTIALITY POLICY

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

To ensure that all those using and working in the childcare provision can do so with confidence, we will respect confidentiality in the following ways:

- Parents will have ready access to the files and records of their own children but will not have access to information about any other child.
- Staff will not discuss individual children, other than for purposes of curriculum planning/group management, with people other than the parents/carers of that child.
- Information given by parents/carers to the Group Manager will not be passed on to other adults without permission.
- Issues to do with the employment of staff, whether paid or unpaid, will remain confidential to the people directly involved with making personnel decisions.
- Any anxieties/evidence relating to a child's personal safety will be kept in a confidential file and will not be shared within the group except with the child's Group Manager and the Chairperson.
- Students on recognised courses observing in the childcare provision will be advised of our confidentiality policy and required to respect it.

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

Please see also our policy on Safeguarding Children.

6. CONSTITUTION

Constitution of the Constable Country Childcare charity adopted on 21 February, 2017

PART 1

1. Adoption of the Constitution

The association and its property will be administered and managed in accordance with the provisions in Parts 1 and 2 of this constitution, and it is intended that this Charity shall be governed by the law of England and Wales.

2. The Name

The association's name is: **"Constable Country Childcare", (Registered Charity no. 1122021)** (and in this document the association is called the Charity).

The Constitution of this Charity is intended to take effect on 4th January, 2017, (or as soon thereafter as is practicable) to reflect the transfer of the assets, employees and accumulated funds of registered charity 1023189 - STUTTON SEALS PLAYGROUP.

On the adoption of this constitution, the charity "Constable Country Childcare", will initially comprise 4 childcare settings, namely: In the village of Brantham, Suffolk; St Michael's Pre-school, and Brooklands Young Explorers; in the village of East Bergholt, Suffolk; East Bergholt Young Explorers AND in the village of Stutton, Suffolk, The Stutton Young Explorers, (which setting was hitherto known as The Stutton Seals Playgroup).

3. The Objects

The Charity's objects (the Objects) are:

(1) To provide the necessary facilities for the daily care, recreation and education of children, during school hours, and out of school hours and throughout holidays, in the villages of Brantham, East Bergholt and Stutton, in the county of Suffolk, and in surrounding areas accessible to the facilities provided by the Charity, including and serving the surrounding areas of North Essex, and South Suffolk.

(2) To advance the education and training of the persons in the provision of such care, education and recreational facilities.

4. Application of the Income and Property

It is intended that the assets and accumulated funds of Stutton Seals Playgroup shall be transferred to the Charity as at 4th January, 2017, or as soon thereafter as practicable, but it is also agreed to ring fence the reserves of the Stutton Seals Playgroup so that they shall be applied to the setting in Stutton for a period of 12 months from the date of this Constitution.

- 1) The income and property of the Charity shall be applied solely towards the promotion of the Objects.
- 2) A Trustee may pay out of, or be reimbursed from, the property of the Charity reasonable expenses properly incurred by him or her when acting on behalf of the Charity.
- 3) None of the income or property of the Charity may be paid or transferred directly or indirectly by way of dividend bonus or otherwise by way of profit to any member of the Charity. **This does not prevent:**
 - (a) a member who is not also a Trustee from receiving reasonable and proper remuneration for any goods or services supplied to the Charity;
 - (b) a Trustee from:



- (i) buying goods or services from the Charity upon the same terms as other members or members of the public;
 - (ii) receiving a benefit from the Charity in the capacity of a beneficiary of the Charity, provided that the Trustees comply with the provisions of sub clause (6) of this clause, or as a member of the Charity and upon the same terms as other members;
- (c) the purchase of indemnity insurance for the Trustees against any liability that by virtue of any rule of law would otherwise attach to a Trustee or other officer in respect of any negligence, default breach of duty or breach of trust of which he or she may be guilty in relation to the Charity but excluding:
 - (i) fines;
 - (ii) costs of unsuccessfully defending criminal prosecutions for offences arising out of the fraud, dishonesty or wilful or reckless misconduct of the Trustee or other officer;
 - (iii) liabilities to the Charity that result from conduct that the Trustee or other officer knew or ought to have known was not in the best interests of the Charity or in respect of which the person concerned did not care whether that conduct was in the best interests of the Charity or not.
- 4) No Trustee may be paid or receive any other benefit from the Charity for being a Trustee.
- 5) A Trustee may:
 - (a) sell goods, services or any interest in land to the Charity;
 - (b) be employed by, and hence receive remuneration from the Charity;
 - (c) receive any other financial benefit from the Charity,
 - if :
 - (i) he or she is not prevented from so doing by sub-clause (4) of this clause; and
 - (ii) the benefit is permitted by sub-clause (3) of this clause; or
 - (ii) the benefit is authorised by the Trustees in accordance with the conditions in sub-clause (6) of this clause.
- 6) Benefits of Trustees:
 - (a) If it is proposed that a Trustee should receive a benefit from the Charity that is not already permitted under sub-clause (3) of this clause, he or she must:
 - (i) declare his or her interest in the proposal;
 - (ii) be absent from that part of any meeting at which the proposal is discussed and take no part in any discussion of it;
 - (iii) not be counted in determining whether the meeting is quorate;
 - (iv) not vote on the proposal.
 - (b) In cases covered by sub-clause (5) of this clause, those Trustees who do not stand to receive the proposed benefit must be satisfied that it is in the interests of the Charity to contract with or employ that Trustee rather than with someone who is not a Trustee and they must record the reason for their decision in the minutes. In reaching that decision the Trustees must balance the advantage of contracting with or employing a Trustee against the disadvantage of doing so (especially the loss of the Trustee's services as a result of dealing with the Trustee's conflict of interest).
 - (c) The Trustees may only authorise a transaction falling within paragraphs 5(a)–(c) of this clause if the Trustee body comprises a majority of Trustees who have not received any such benefit.
 - (d) If the Trustees fail to follow this procedure, the resolution to confer a benefit upon the Trustee will be void and the Trustee must repay to the Charity the value of any benefit received by the Trustee from the Charity.
- 7) A Trustee must absent himself or herself from any discussions of the Trustees in which it is possible that a conflict will arise between his or her duty to act solely in the interests of the Charity and any personal interest (including but not limited to any personal financial interest) and take no part in the voting upon the matter.
- 8) In this Clause 4, "Trustee" shall include any person firm or company connected with the Trustee.

5. Dissolution

- 1) If the members resolve to dissolve the Charity the Trustees will remain in office as Charity Trustees and be responsible for winding up the affairs of the Charity in accordance with this clause.
- 2) The Trustees must collect in all the assets of the Charity and must pay or make provision for all the liabilities of the Charity.
- 3) The Trustees must apply any remaining property or money
 - (a) directly for the Objects;



(b) By transfer, in equal shares, to Brooklands Primary School, Brantham; the Parochial Church Council of St Michael's, Brantham; the East Bergholt C of E VC Primary School, and the Stutton CEVP primary School, to be used in furtherance of their charitable objects.

(c) or, by transfer to any Charity or charities for purposes the same as, or similar to the Charity;

(d) or, in such other manner as the Charity Commission for England and Wales ("the Commission") may approve in writing in advance.

- 4) The members may pass a resolution before or at the same time as the resolution to dissolve the Charity specifying the manner in which the Trustees are to apply the remaining property or assets of the Charity and the Trustees must comply with the resolution if it is consistent with paragraphs (a)–(d) inclusive in sub-clause (3) above.
- 5) In no circumstances shall the net assets of the Charity be paid to or distributed among the members of the Charity (except to a member that is itself a Charity).
- 6) The Trustees must notify the Commission promptly that the Charity has been dissolved. If the Trustees are obliged to send the Charity's accounts to the Commission for the accounting period which ended before its dissolution, they must send the Commission the Charity's final accounts.

6. Amendments

- 1) The Charity may amend any provision contained in Part 1 of this Constitution provided that
 - (a) no amendment may be made that would have the effect of making the Charity cease to be a Charity at law;
 - (b) no amendment may be made to alter the Objects if the change would not be within the reasonable contemplation of the members of or donors to the Charity;
 - (c) no amendment may be made to clause 4 without the prior written consent of the Commission;
 - (d) any resolution to amend a provision of Part 1 of this constitution is passed by not less than two thirds of the members present and voting at a general meeting.
- 2) Any provision contained in Part 2 of this constitution may be amended, provided that any such amendment is made by resolution passed by a simple majority of the members present and voting at a general meeting.
- 3) A copy of any resolution amending this constitution shall be sent to the Commission within twenty one days of it being passed.

Part 2

7. Membership

1. Membership is open to individuals over eighteen or organisations that are approved by the Trustees. This specifically includes parents of children attending **St Michael's Pre-school, Brooklands Young Explorers, East Bergholt Young Explorers or at The Stutton Young Explorers (formerly known as Stutton Seals Playgroup)**. **, also, parents of children who may wish to attend any one of those settings in the future, adults living in the parishes of Brantham, Stutton or East Bergholt, employees of any of the settings comprising the Charity, and members of the Parochial Church Council of St Michaels, Brantham, St Mary's East Bergholt or of the Parish of St Peter, Stutton
2. Members agree to pay a once only subscription of £1 on joining which shall be used for the charitable work of the organisation, and parents paying fees to the charity are deemed to have their subscription consolidated within their sessional fess payment, whilst staff members are deemed to be members by merit of their employment.
3. (a) The Trustees may only refuse an application for membership if, acting reasonably and properly, they consider it to be in the best interests of the Charity to refuse the application.

(b) The Trustees must inform the applicant in writing of the reasons for the refusal within twenty-one days of the decision.

(c) The Trustees must consider any written representations the applicant may make about the decision. The Trustees' decision following any written representations must be notified to the applicant in writing but shall be final.

4. Membership is not transferable to anyone else.
5. The Trustees will keep a register of names and addresses of the members (other than those registered, and hence already listed, as parents of children attending one of the charity's settings and those recorded as staff employed by the charity). The list of members will be made available to any member upon request, and against payment of a small fee to cover the cost of complying with the request.
6. ** NOTE – on adoption of this constitution, the setting at Stutton, formerly called Stutton Seals Playgroup will be re-named "Stutton Young Explorers"

8. Termination of Membership

Membership is terminated if:

- 1) the member dies or, if it is an organisation, ceases to exist;
- 2) the member resigns by written notice to the Charity unless, after the resignation, there would be less than two members;
- 3) their children no longer attend any setting of the Constable Country Childcare Charity.
- 4) a staff member, leaving the employment of the charity
- 5) the member is removed from membership by a resolution of the Trustees that it is in the best interests of the Charity that his or her membership is terminated. A resolution to remove a member from membership may only be passed if:
 - (a) the member has been given at least twenty one days' notice in writing of the meeting of the Trustees at which the resolution will be proposed and the reasons why it is to be proposed;
 - (b) the member or, at the option of the member, the member's representative (who need not be a member of the Charity) has been allowed to make representations to the meeting.

9. General meetings

- 1) The Charity must hold a general meeting within twelve months of the date of the adoption of this constitution.
- 2) An annual general meeting must be held in each subsequent year and not more than fifteen months may elapse between successive annual general meetings.
- 3) All general meetings other than annual general meetings shall be called special general meetings.
- 4) The Trustees may call a special general meeting at any time.
- 5) The Trustees must call a special general meeting if requested to do so in writing by at least ten members or one tenth of the membership, whichever is the greater. The request must state the nature of the business that is to be discussed. If the Trustees fail to hold the meeting within twenty-eight days of the request, the members may proceed to call a special general meeting but in doing so they must comply with the provisions of this Constitution.

10. Notice

- 1) The minimum period of notice required to hold any general meeting of the Charity is fourteen clear days from the date on which the notice is deemed to have been given.
- 2) A general meeting may be called by shorter notice, if it is so agreed by all the members entitled to attend and vote.
- 3) The notice must specify the date, time and place of the meeting and the general nature of the business to be transacted. If the meeting is to be an annual general meeting, the notice must say so.
- 4) The notice must be given to all the members and to the Trustees.

11. Quorum

- 1) No business shall be transacted at any general meeting unless a quorum is present.
- 2) A quorum is;
 - (a) 4 members entitled to vote upon the business to be conducted at the meeting; or
 - (b) one tenth of the total membership at the time, whichever is the smaller.
- 3) The authorised representative of a member organisation shall be counted in the quorum.
- 4) If:
 - (a) a quorum is not present within half an hour from the time appointed for the meeting; or
 - (b) during a meeting a quorum ceases to be present, the meeting shall be adjourned to such time and place as the Trustees shall determine, then:



(c) The Trustees must re-convene the meeting and must give at least seven clear days' notice of the re-convened meeting stating the date time and place of the meeting.

- 5) If no quorum is present at the re-convened meeting within fifteen minutes of the time specified for the start of the meeting the members present at that time shall constitute the quorum for that meeting.

12. Chair

- 1) General meetings shall be chaired by the Trustee who has been elected as Chair of the Trustees.
- 2) If there is no such person or he or she is not present within fifteen minutes of the time appointed for the meeting a Trustee nominated by the Trustees shall chair the meeting.
- 3) If there is only one Trustee present and willing to act, he or she shall chair the meeting.
- 4) If no Trustee is present and willing to chair the meeting within fifteen minutes after the time appointed for holding it, the members present and entitled to vote must choose one of their number to chair the meeting.

13. Adjournments

- 1) The members present at a meeting may resolve that the meeting shall be adjourned.
- 2) The person who is chairing the meeting must decide the date time and place at which meeting is to be re-convened unless those details are specified in the resolution.
- 3) No business shall be conducted at an adjourned meeting unless it could properly have been conducted at the meeting had the adjournment not taken place.
- 4) If a meeting is adjourned by a resolution of the members for more than seven days, at least seven clear days' notice shall be given of the re-convened meeting stating the date time and place of the meeting.

14. Votes

- 1) Each member shall have one vote but if there is an equality of votes the person who is chairing the meeting shall have a casting vote in addition to any other vote he or she may have.
- 2) A resolution in writing signed by each member (or in the case of a member that is an organisation, by its authorised representative) who would have been entitled to vote upon it had it been proposed at a general meeting shall be effective. It may comprise several copies each signed by or on behalf of one or more members.
- 3) Proxy Votes: Members eligible to attend a special general meeting, or annual general meeting of the charity may appoint a proxy to attend and vote in their place, upon provision of the appropriate written notice to the Secretary of the trustees not less than 48 hours prior to the time of the relevant meeting, such notice to be in the form of a signed document as fully detailed in a sample as attachment 1 to this constitution. Members may not vote by proxy if they attend and vote in person.

15. Representatives of Other Bodies

- 1) Any organisation that is a member of the Charity may nominate any person to act as its representative at any meeting of the Charity.
- 2) The organisation must give written notice to the Charity of the name of its representative. The nominee shall not be entitled to represent the organisation at any meeting unless the notice has been received by the Charity. The nominee may continue to represent the organisation until written notice to the contrary is received by the Charity.
- 3) Any notice given to the Charity will be conclusive evidence that the nominee is entitled to represent the organisation or that his or her authority has been revoked. The Charity shall not be required to consider whether the nominee has been properly appointed by the organisation.

16. Officers and Trustees : (N.B. To be updated 2024)

- 1) The Charity and its property shall be managed and administered by a Management Committee comprising the Officers and other members appointed in accordance with this Constitution. The Officers and other members of the management committee shall be appointed annually by the Trustees of the Charity, at a Trustees' meeting to be held within 30 days of the date of the Charity's Annual General Meeting. Such Officers, and members of the Management Committee will hold office until the end of the Trustees meeting to be held after the ensuing Annual General Meeting.

- 2) The first Management Committee shall comprise:
 - (a) The Group Manager (Ex Officio)
 - (b) The Deputy Managers (Ex Officio)
 - ~~(c) The Treasurer (Ex Officio)~~
 - (d) The Management Committee shall appoint from their number a chair. The Management Committee shall appoint a secretary (who may, or may not be a voting member of the committee as comprised above).
- 3) The Charity Trustees shall have the following Officers:
 - (a) A chair,
 - (b) A secretary,
 - (c) A treasurer.
- 4) The “first” Trustees shall be:
 - ~~(i) The Rector of the Joint Benefice of St Michael’s, Brantham and St Mary’s East Bergholt (Ex Officio) currently that person is the Rev’d Canon Stephne van der Toorn.~~
 - (ii) An appointee to be nominated each year by the PCC of St Michael’s Brantham, currently that appointee is Dr Jane Pavitt, who will serve as a first trustee on adoption of this constitution.
 - ~~(iii) The Treasurer of the Charity (Ex Officio), currently, Mr Michael J D O’Brien.~~
 - (iv) The Group Manager, currently Mrs Hayley Aherne, (Ex Officio)
 - (v) Mr James Harward, former treasurer of the Cherry Blossom Committee (the parent trustee representing Brantham and East Bergholt parents)

Notes:

- a) at the expiration of 2 years’ membership as a “first” trustee (or sooner), Mr Harward will step down in favour of another parent trustee representing the East Bergholt or Brantham area, or in the absence of a parent – then a member, who will be nominated by the trustees, and elected at the Annual General Meeting in accordance with section 17 hereof;
 - b) the other 2 (Ex Officio) trustees shall serve as trustees for the duration of their “office” (and will be replaced by successors to their respective offices as appropriate) The PCC appointed trustee will be confirmed in office each year by the Annual General Meeting as result of nomination by the PCC of St Michael’s, Brantham
- 5) A Trustee must be a member of the Charity or the nominated representative of an organisation that is a member of the Charity.
 - 6) No one may be appointed a Trustee if he or she would be disqualified from acting under the provisions of Clause 19.
 - 7) The number of Trustees shall be not less than four as detailed above, but (unless otherwise determined by a resolution of the Charity in general meeting) shall not be subject to any maximum.
 - 8) The first Trustees and the first members of the Management Committee (including Officers) shall be those persons elected as Trustees, Management Committee Members and Officers at the meeting at which this constitution is adopted.
 - 9) A Trustee may not appoint anyone to act on his or her behalf at meetings of the Trustees.

17. The Appointment of Trustees

- 1) The Charity in general meeting shall appoint the Trustees (with the exception of the ex officio trustees).
- 2) The Charity in general meeting, will confirm the appointment (or re-appointment) of the ex-officio Trustees, and the PCC nominated Trustee.
- 3) The Trustees may appoint any person who is willing to act as a Trustee. Subject to sub-clause 7 of this clause, they may also appoint Trustees to act as officers, and such appointment by trustees will be confirmed at the next ensuing Annual General Meeting
- 4) Each of the Trustees shall retire with effect from the conclusion of the annual general meeting next after his or her appointment but shall be eligible for re-election (or re-appointment) at that annual general meeting.
- 5) A person may be elected a Trustee or an Officer at any annual general meeting providing that prior to the meeting the Charity has received a notice that:

- (a) states the intention of two members who are entitled to vote at the meeting to propose and second the appointment of a third person as a Trustee or as an officer; the proposer, seconder and the person nominated to be a Trustee must be three separate persons.
- (b) is signed by the proposer, the seconder and the person who is to be proposed, to show that person's willingness to be so appointed.

If no such notice has been received or insufficient notices to cover all Trustee vacancies, then the annual general meeting may take such notices verbally from members during the meeting.

- 6) The appointment of a Trustee, whether by the Charity in general meeting or by the other Trustees, must not cause the number of Trustees to exceed any number fixed in accordance with this constitution as the maximum number of Trustees.
- 7) The Trustees may not appoint a person to be an Officer if a person has already been elected or appointed to that office and has not vacated the office.
- 8) The existing Trustees for the time being may, at any time, appoint a Trustee to fill a vacancy, and such appointed Trustee(s) will serve until the ensuing Annual General Meeting, whereupon he/she will be eligible for election under the provisions of section 17(5) hereof.

18. Powers of Trustees

- 1) Within the parameters of 3 (Objects) (1) and (2) above, to provide Pre-schools and Playgroups, with especial emphasis for the rising fives, but also catering from birth up to school age, and along with wrap-around childcare (comprising breakfast clubs and after school provision and holiday clubs), to provide also for children up to the age of 11 years – all within a caring Christian ethos, such operations to be based in Brantham, Manningtree, Essex, East Bergholt and Stutton in Suffolk, but also, for the future, in other locations serving the surrounding areas of North Essex and South Suffolk.
- 2) The Trustees delegate the executive management of the business of the Charity to the Management Committee. The Officers and other members of the management committee shall be appointed annually by the Trustees of the Charity, at a Trustees' meeting to be held directly after, or within 30 days after the date of the Charity's Annual General Meeting in each year. Such Officers, and members of the Management Committee will hold office until the end of the Trustees meeting to be held directly after, or within 30 days after the ensuing Annual General Meeting. The first Management Committee shall be appointed, in accordance with Section 16 above.
- 3) The Trustees delegate to the Management Committee the following powers in order to further the Objects (but not for any other purpose):
 - (a) To raise funds. In doing so, the Trustees and Management Committee must not undertake any substantial permanent trading activity and must comply with any relevant statutory regulations;
 - (b) to buy, take on lease or in exchange, hire or otherwise acquire any property and to maintain and equip it for use;
 - (c) to sell, lease or otherwise dispose of all or any part of the property belonging to the Charity. In exercising this power, the Trustees must comply as appropriate with sections 36 and 37 of the Charities Act 1993;
 - (d) to borrow money and to charge the whole or any part of the property belonging to the Charity as security for repayment of the money borrowed. The Trustees must comply as appropriate with sections 38 and 39 of the Charities Act 1993 if they intend to mortgage land;
 - (e) to co-operate with other charities, voluntary bodies and statutory authorities and to exchange information and advice with them;
 - (f) to establish or support any charitable trusts, associations or institutions formed for any of the charitable purposes included in the Objects;
 - (g) to acquire, merge with or enter into any partnership or joint venture arrangement with any other Charity formed for any of the Objects;
 - (h) to set aside income as a reserve against future expenditure but only in accordance with a written policy about reserves;
 - (j) to obtain and pay for such goods and services as are necessary for carrying out the work of the Charity;
 - (k) to open and operate such bank and other accounts as the Trustees consider necessary and to invest funds and to delegate the management of funds in the same manner and subject to the same conditions as the Trustees of a trust are permitted to do by the Trustee Act 2000, so long as cheques and other instruments are signed by two members of the Management Committee;
 - (l) to do all such other lawful things as are necessary for the achievement of the Objects;

- 4) No alteration of this constitution or any special resolution shall have retrospective effect to invalidate any prior act of the Trustees;
- 5) Any meeting of Trustees at which a quorum is present at the time the relevant decision is made may exercise all the powers exercisable by the Trustees.

19. Disqualification and Removal of Trustees

A Trustee shall cease to hold office if he or she:

- 1) is disqualified for acting as a Trustee by virtue of section 72 of the Charities Act 1993 (or any statutory re-enactment or modification of that provision);
- 2) ceases to be a member of the Charity;
- 3) becomes incapable by reason of mental disorder, illness or injury of managing and administering his or her own affairs;
- 4) resigns as a Trustee by notice to the Charity (but only if at least two Trustees will remain in office when the notice of resignation is to take effect); or
- 5) is absent without the permission of the Trustees from all their meetings held within a period of six consecutive months (or 2 consecutive meetings) and the Trustees resolve that his or her office be vacated.

20. Proceedings of Trustees

- 1) The Trustees may regulate their proceedings as they think fit, subject to the provisions of this constitution.
- 2) Any Trustee may call a meeting of the Trustees.
- 3) The secretary must call a meeting of the Trustees if requested to do so by a Trustee.
- 4) Questions arising at a meeting must be decided by a majority of votes.
- 5) In the case of an equality of votes, the person who chairs the meeting shall have a second or casting vote.
- 6) No decision may be made by a meeting of the Trustees unless a quorum is present at the time the decision is purported to be made.
- 7) The quorum shall be two or the number nearest to one third of the total number of Trustees, whichever is the greater or such larger number as may be decided from time to time by the Trustees.
- 8) A Trustee shall not be counted in the quorum present when any decision is made about a matter upon which that Trustee is not entitled to vote.
- 9) If the number of Trustees is less than the number fixed as the quorum, the continuing Trustees or Trustee may act only for the purpose of filling vacancies or of calling a general meeting.
- 10) The person elected as the Chair shall chair meetings of the Trustees.
- 11) If the Chair is unwilling to preside or is not present within ten minutes after the time appointed for the meeting, the Trustees present may appoint one of their number to chair that meeting.
- 12) The person appointed to chair meetings of the Trustees shall have no functions or powers except those conferred by this constitution or delegated to him or her in writing by the Trustees.
- 13) A resolution in writing signed by all the Trustees entitled to receive notice of a meeting of Trustees or of a committee of Trustees and to vote upon the resolution shall be as valid and effectual as if it had been passed at a meeting of the Trustees or (as the case may be) a committee of Trustees duly convened and held.
- 14) The resolution in writing may comprise several documents containing the text of the resolution in like form each signed by one or more Trustees.

21. Delegation

- 1) The Trustees may delegate any of their powers or functions to a committee of two or more Trustees but the terms of any such delegation must be recorded in the minute book.
- 2) The Trustees may delegate any of their powers or functions to a Management Committee, appointed by the Trustees, as fully detailed in section 18 hereof.
- 3) The Trustees may impose conditions when delegating, including the conditions that:
 - (a) the relevant powers are to be exercised exclusively by the committee to whom they delegate;
 - (b) no expenditure may be incurred on behalf of the Charity except in accordance with a budget previously agreed with the Trustees.
- 4) The Trustees may revoke or alter a delegation.
- 5) All acts and proceedings of any committees must be fully and promptly minuted and reported to the Trustees.

22. Irregularities in Proceedings

- 1) Subject to sub-clause (2) of this clause, all acts done by a meeting of Trustees, or of a committee of Trustees, shall be valid notwithstanding the participation in any vote of a Trustee:
 - (a) who was disqualified from holding office;
 - (b) who had previously retired or who had been obliged by the constitution to vacate office;
 - (c) who was not entitled to vote on the matter, whether by reason of a conflict of interest or otherwise if, without:
 - (i) the vote of that Trustee; and
 - (ii) that Trustee being counted in the quorum,
 the decision has been made by a majority of the Trustees at a quorate meeting.
- 2) Sub-clause (1) of this clause does not permit a Trustee to keep any benefit that may be conferred upon him or her by a resolution of the Trustees or of a committee of Trustees if the resolution would otherwise have been void.
- 3) No resolution or act of
 - (a) the Trustees
 - (b) any committee of the Trustees
 - (c) the Charity in general meeting
 shall be invalidated by reason of the failure to give notice to any Trustee or member or by reason of any procedural defect in the meeting unless it is shown that the failure or defect has materially prejudiced a member or the beneficiaries of the Charity.

23. Minutes

The Trustees must keep minutes of all:

- 1) appointments of Officers and Trustees made by the Trustees;
- 2) proceedings at meetings of the Charity;
- 3) appointment of members of the Management Committee
- 4) proceedings at meetings of the Management Committee
- 5) meetings of the Trustees and committees of Trustees including:
 - (a) the names of the Trustees present at the meeting;
 - (b) the decisions made at the meetings; and
 - (c) where appropriate the reasons for the decisions.

24. Annual Report and Return and Accounts

- 1) The Trustees must comply with their obligations under the Charities Act 1993 with regard to:
 - (a) the keeping of accounting records for the Charity;
 - (b) the preparation of annual statements of account for the Charity;
 - (c) the transmission of the statements of account to the Charity;
 - (d) the preparation of an annual report and its transmission to the Commission;
 - (e) the preparation of an annual return and its transmission to the Commission.
- 2) Accounts must be prepared in accordance with the provisions of any Statement of Recommended Practice issued by the Commission, unless the Trustees are required to prepare accounts in accordance with the provisions of such a Statement prepared by another body.

25. Registered particulars

The Trustees must notify the Commission promptly of any changes to the Charity's entry on the Central Register of Charities.

26. Property

- 1) The Trustees must ensure the title to:
 - (a) all land held by or in trust for the Charity that is not vested in the Official Custodian of Charities; and
 - (b) all investments held by or on behalf of the Charity, is vested either in a corporation entitled to act as custodian Trustee or in not less than three individuals appointed by them as holding Trustees.
- 2) The terms of the appointment of any holding Trustees must provide that they may act only in accordance with lawful directions of the Trustees and that if they do so they will not be liable for the acts and defaults of the Trustees or of the members of the Charity.
- 3) The Trustees may remove the holding Trustees at any time.

27. Repair and insurance

The Trustees must keep in repair and insure to their full value against fire and other usual risks all the buildings of the Charity (except those buildings that are required to be kept in repair and insured by a tenant). They must also insure suitably in respect of public liability and employer's liability.

28. Notices

- 1) Any notice required by this constitution to be given to or by any person must be:
 - (a) in writing; or
 - (b) given using electronic communications.
- 2) The Charity may give any notice to a member either:
 - (a) personally; or
 - (b) by sending it by post in a prepaid envelope addressed to the member at his or her address; or
 - (c) by leaving it at the address of the member; or
 - (d) by giving it using electronic communications to the member's address.
- 3) A member who does not register an address with the Charity or who registers only a postal address that is not within the United Kingdom shall not be entitled to receive any notice from the Charity.
- 4) A member present in person at any meeting of the Charity shall be deemed to have received notice of the meeting and of the purposes for which it was called.
- 5) Delivery of notice:
 - (a) Proof that an envelope containing a notice was properly addressed, prepaid and posted shall be conclusive evidence that the notice was given.
 - (b) Proof that a notice contained in an electronic communication was sent in accordance with guidance issued by the Institute of Chartered Secretaries and Administrators shall be conclusive evidence that the notice was given.
 - (c) A notice shall be deemed to be given 48 hours after the envelope containing it was posted or, in the case of an electronic communication, 48 hours after it was sent.

29. Rules

- 1) The Trustees may from time to time make rules or bye-laws for the conduct of their business.
- 2) The bye-laws may regulate the following matters but are not restricted to them:
 - (a) the admission of members of the Charity (including the admission of organisations to membership) and the rights and privileges of such members, and the entrance fees, subscriptions and other fees or payments to be made by members;
 - (b) the conduct of members of the Charity in relation to one another, and to the Charity's employees and volunteers;
 - (c) the setting aside of the whole or any part or parts of the Charity's premises at any particular time or times or for any particular purpose or purposes;
 - (d) the procedure at general meeting and meetings of the Trustees in so far as such procedure is not regulated by this Constitution;



(e) the keeping and authenticating of records. (If regulations made under this clause permit records of the Charity to be kept in electronic form and requires a Trustee to sign the record, the regulations must specify a method of recording the signature that enables it to be properly authenticated.)

(f) generally, all such matters as are commonly the subject matter of the rules of an unincorporated association.

- 1) The Charity in general meeting has the power to alter, add to or repeal the rules or bye-laws.
- 2) The Trustees must adopt such means as they think sufficient to bring the rules and bye-laws to the notice of members of the Charity.
- 3) The rules or bye-laws shall be binding on all members of the Charity. No rule or bye-law shall be inconsistent with, or shall affect or repeal anything contained in, this constitution.

ATTACHMENT 1 – EXAMPLE FORM OF PROXY

Constable Country Childcare Charity

FORM OF PROXY

To the Secretary of the Trustees

Constable Country Childcare Charity

C/o Pengarth, Church Lane, Brantham, Manningtree, Essex CO11 1QD

I hereby provide my proxy vote for the Annual Meeting* (or Special General Meeting)* of the Constable Country Childcare, to be held at on

(Please delete as necessary and indicate either option 1. or 2. below as your preference by placing a tick against 1, or 2, and by deleting other items as appropriate)

1. I hereby authorise the Chairman of the meeting to use my vote as he/she thinks fit*

2. I hereby authorise the chairman of the meeting to vote on my behalf in the following manner:-*

Resolution 1 (details)	IN FAVOUR/AGAINST/ABSTAIN*
Resolution 2 (details)	IN FAVOUR/AGAINST/ABSTAIN*
Resolution 3 (details)	IN FAVOUR/AGAINST/ABSTAIN*
etc.....	

Having indicated how you wish to vote (above) please provide the following information:

Name:

Address:

.....

.....

Please indicate (by placing a tick against one of the following) if you are:

- a) A parent or other close relation of a child/children eligible to attend one of the settings operated by the Constable Country Childcare Charity
- b) A parishioner or member of the PCC of the Parish of St Michael's Church, Brantham or St Mary's Church, East Bergholt, or of the Parish of St Peter, Stutton
- c) A member of the Board of Governors, or a member of staff of Brooklands Primary School, or East Bergholt C of E VC Primary School, or of the Stutton C of E VC primary School.
- d) A member of staff of any of the settings operated by the Constable Country Childcare Charity

Then please provide your signature hereunder:

Signed:..... date:



Constable Country Childcare

Where every child is unique and special...

Ofsted
Outstanding
Provider

Ofsted
Good
Provider

- 1. Please return this form to a member of staff at any setting of the Constable Country Childcare Charity, or to the Secretary's address as above, and note that you may not exercise this proxy vote as well as to attend and vote at the meeting***
- 2. Forms should be returned as indicated above not less than 24 hours prior to the appointed date and time of the meeting for which notice has been given.***

7. DISCIPLINARY & GRIEVANCE PROCEDURES

DISCIPLINARY AND GRIEVANCE PROCEDURE FOR EMPLOYEES

Overview:

The disciplinary process will involve the following stages as appropriate:

1. Informal resolution
2. Formal stage one - Oral Warning
3. Formal stage two - Formal Written Warning
4. Formal stage three - Final Written Warning
5. Formal stage four - Dismissal

The process will be placed in the hands of a **Disciplinary Panel**, which will comprise: The Chairperson of the Management Committee and 2 other members of the Management Committee.

An Appeals Committee will comprise 3 persons appointed by the Trustees of Constable Country Childcare. The Disciplinary Panel, and the Appeals Committee shall ensure that confidentiality is maintained throughout all proceedings.

Minor Disagreements

Minor disagreements among staff of Constable Country Childcare, or between staff and Management Committee, can usually be resolved informally by discussion, and this is the preferred option.

Disciplinary procedure:

A more serious situation arises when a dispute cannot be resolved by the preferred option, or when the Management Committee is dissatisfied with the conduct or activities of an employee.

All disciplinary matters will be dealt with using the following procedures.

At every stage, the employee shall be given reasonable notice (5 days) that a disciplinary hearing is due to take place to give him/her the opportunity to prepare his/her case, and s/he shall be offered the opportunity to be accompanied by a colleague or union representative if s/he so wishes.

1. Oral Warning:

- (i) The employee shall be interviewed by the disciplinary panel who will explain the complaint
- (ii) The employee will be given full opportunity to state his/her case
- (iii) After careful consideration by the panel, and if an oral warning is deemed appropriate, the employee will be told:
 - a) what action should be taken to correct the conduct
 - b) that s/he will be given reasonable time to rectify matters
 - c) what training needs have been identified with time scales for implementation
 - d) what mitigating circumstances have been taken into account in reaching the decision
 - e) that if s/he fails to improve then further action will be taken
 - f) that a record of the warning will be kept
 - g) that s/he may appeal against the decision within a limited time period (5 days)

If progress is satisfactory within one year, the agreed time given to rectify matters, the record of warning in the employee's file will be removed.

2. Formal Written Warning

If the employee fails to correct his/her conduct and further action is necessary, or if the original offence is considered too serious to warrant an initial oral warning:

- (i) The employee will be interviewed and given the opportunity to state his/her case (reasonable time will be allowed for the employee to prepare his/her case)
- (ii) If a further formal warning is considered to be appropriate, this will be explained to the employee and a letter confirming this decision will be sent to the employee
- (iii) The letter will:

- contain a clear reprimand and the reason for it;
- explain what corrective action is required and what reasonable time is given for improvement;
- state what training needs have been identified, with time-scales for implementation;
- make clear what mitigating circumstances have been taken into account in reaching the decision;
- warn that failure to improve will result in further disciplinary action which could result in a final written warning and, if unheeded, ultimately to dismissal with appropriate notice;
- explain that s/he has a right to appeal against the decision.

3. Final written warning

If the employee fails to correct his/her conduct and further action is necessary, or if the original offence is considered too serious to warrant any initial warnings then a final warning will be the appropriate action, which will result in the decision being sent to the employee in a letter.

The letter will:

- contain a clear reprimand and the reason for it;
- explain what corrective action is required and what reasonable time is given for improvement;
- state what training needs have been identified, with time-scales for implementation;
- make clear what mitigating circumstances have been taken into account in reaching the decision;
- warn that failure to improve will result in further disciplinary action which could result in dismissal;
- explain that s/he has a right to appeal against the decision.

4. Dismissal

If the employee still fails to correct his/her conduct then

- (i) The employee will be interviewed as before;
- (ii) If the decision is to dismiss, the employee will be given notice of dismissal, stating the reasons for dismissal, and giving details of the right to appeal.

If progress is satisfactory within the time given to rectify matters, the record of warnings in the employee's file will be removed after 12 months.

Suspension:

If the circumstances appear to warrant instant dismissal, an employee may be suspended with pay while investigations are being made. These shall consist of obtaining written statements from all witnesses to the disciplinary incident, and from the employee who is being disciplined. Obviously, these investigations shall be carried out within as short a period of time as possible.

Instant dismissal is possible only in extreme circumstances of gross misconduct. Examples of such misconduct would include:

- theft or fraud
- ill treatment of children
- assault
- malicious damage
- gross carelessness which threatens the health and safety of others
- being unfit through use of drugs or alcohol

Otherwise, an employee will not be dismissed without the appropriate warnings.

Appeals:

At each stage of the disciplinary procedure the employee will be told s/he has the right to appeal against any disciplinary action, and that the appeal must be put in writing to the Chair of the Management Committee within five days of the relevant disciplinary interview taking place. The appeal hearing will be heard, if possible, within 10 days of receipt of the appeal. A



panel appointed by the Trustees of Constable Country Childcare will serve as an Appeals Committee. The employee may take a colleague or trade union official to speak for him/her.

- a) The employee will explain why s/he is dissatisfied and may be asked questions
- b) The Group Manager and Chairperson of the original proceedings will be asked to put their point of view and may be asked questions
- c) Witnesses may be heard and may be questioned by the Appeals Committee and by the employee and the Group Manager and Chairperson of the original proceedings
- d) The Appeals Committee will consider the matter and make known its decision
- e) A written record of the meeting shall be kept

Grievance procedure:

If an employee is dissatisfied, s/he will have the opportunity for prompt discussion with his/her immediate supervisor. For the Group Manager, this would normally be the Chairperson of the Management Committee. For other staff, it would be the Group Manager.

If the grievance persists, a management panel shall be set up for the purpose of further discussion with a view to resolution of the problem, and the employee may, if s/he wishes, be accompanied to that meeting by a colleague.

There will be a right of appeal, to a panel set up by the Trustees of Constable Country Childcare. At this level also, the employee's colleague or trade union official may be present.

The aim of the above procedure is to settle the grievance fairly and as near as possible to the point of origin. It is intended to be simple and rapid in operation.

8. DOCUMENTATION

The following records are kept on the premises during the session then stored in a locked cupboard:

- Register
- Accident and Incident Forms
- Child collection Book
- Medication forms
- Children's Personal details/Registration Forms signed by parents
- Safeguarding records
- Learning Journeys
- Documentation as appropriate

Records kept in the locked filing cabinet (Stored at Head Office)

- Personal Profiles/ Employment Application Forms.
- Staff records

Records Kept by SENCo (available during the session)

- All SEN Documents.

The Personal Profiles and SEN Individual Education Plans will be passed on to each child's school when they leave the childcare provision. All other documents will be kept for a period of 5 years.

Letters of complaint

These will be kept by the Group Manager and dealt with according to our complaints policy. They will be retained until the issue has been resolved.

INSURANCE

Documentation relating to our Insurance policy will be retained for 40 years.

Freedom of Information Act 2000

We will comply with the FOI Act 2000 and make available information as requested, subject to exclusions permitted by the act. We will exercise our right to charge for information requested at a rate of £30 per hour to a maximum of £450. The Manager will be responsible for dealing with requests.

9. EQUALITY OF OPPORTUNITY POLICY

The Pre-school Learning Alliance is committed to helping pre-schools provide equality of opportunity for all children and families. As a member of the Alliance, Constable Country Childcare [The childcare provider] works in accordance with all relevant legislation, including:

- Disabled Persons Acts 1958, 1986
- Children's Act 1989 and 2004
- Every Child Matters 2004
- Children and Families Act 2014
- SEND 2014
- The Equality Act 2010 (all previous legislation under one law)
 - Race Relations Act 1976
 - Race Relations Amendment Act 2000
 - Sex Discrimination Act 1976, 1986
 - Disability Discrimination Act (DDA) 1995, 2005
 - Employment Equality (sexual orientation) (religion or beliefs) Regulations 2003
 - Employment Equality (Age) Regulations 2006
 - Rehabilitation of Offenders Act 1974
 - Adoption and Children Act 2002, 2006
 - Education Act 2002, 2011

Note: The Equality Act replaced most of the Disability Discrimination Act (DDA). However, the Disability Equality Duty in the DDA continues to apply.

We believe that the group's activities should be open to all children and families, and to all adults committed to their welfare. We aim to ensure that all who wish to work in, or volunteer to help with, our childcare provision have an equal chance to do so.

Admissions

The childcare provision is open to every family in the community. When there is the need, we operate a waiting list system, but will accept into the settings all children who reach the minimum admission age. We endeavour to make sure that each child is allocated a space in accordance with the parents' wishes.

Families joining the childcare provision are made aware of its equality of opportunity policy.

Employment

Constable Country Childcare will appoint the best person for each job and will treat fairly all applicants for jobs and all those appointed.

Commitment to implementing the group's Equality of Opportunities policy will form part of the contract of employment for all workers.

Posts are advertised and all applicants are judged against explicit and fair criteria.

Applicants are welcome from all backgrounds and posts are open to all.

We may use exemption clauses in relevant legislation to enable the service to best meet the needs of the community.

The applicant who best meets the criteria is offered the post, subject to references and checks by the Disclosure and Barring Services (DBS). This ensures fairness in the selection process.

All job descriptions include a commitment to valuing equality and recognising and respecting diversity as part of their specifications.

Training

We seek out training opportunities for staff and volunteers to enable them to develop anti-discriminatory and inclusive practices, which enable all children to flourish.

We ensure that staff are competent and fully trained in administering relevant medicines and performing invasive care procedures.

We review our practices to ensure that we are fully implementing our policy for promoting equality, valuing diversity and inclusion.

Festivals

The foundation of Constable Country Childcare is a Christian one. However, our aim is to show respectful awareness of all the major events in the lives of the children and families in the childcare provision and in our society as a whole, and to welcome the diversity of backgrounds from which they come.

- In order to achieve this, we aim to acknowledge all the festivals which are celebrated in our area and/or by the families involved in the childcare provision.
- Without indoctrination in any specific faith, children will be made aware of the festivals which are being celebrated by their own families or others, and will be introduced where appropriate to the stories behind the festivals.
- Children and families who celebrate at home festivals with which the rest of the childcare provision is not familiar will be invited to share their festival with the rest of the group if they themselves wish to do so.

The Curriculum

All children will be respected and their individuality and potential recognised, valued and nurtured. Activities and the use of play equipment offer children opportunities to develop in an environment free from prejudice and discrimination.

Appropriate opportunities will be given to children to explore, acknowledge and value similarities and differences between themselves and others.

Resources

These will be chosen to give children a balanced view of the world and an appreciation of the rich diversity of our multi-racial society.

Materials will be selected to help children to develop their self-respect and to respect other people by avoiding stereotypes and derogatory pictures or messages about any group of people.

Special needs

The childcare provision recognises the wide range of special needs of children and families in the community, and will consider what part it can play in meeting these needs.

Planning for meetings and events will take into account the needs of people with disabilities.

Discriminatory behaviour/remarks

These are unacceptable in the childcare provision.

The response will aim to be sensitive to the feelings of the victim(s) and to help those responsible to understand and overcome their prejudices.

Language

Information, written and spoken, will be clearly communicated in as many languages as is necessary. Bilingual/multilingual children and adults are an asset. They will be valued and their languages recognised and respected in the childcare provision.

Food

Medical, cultural and dietary needs will be met by mutual agreement between parents and the childcare provision.

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

Meetings

Constable Country Childcare is run by a Board of Trustees who delegate their executive responsibilities to a Management Committee comprising one trustee (the Treasurer) in the Chair, plus the Group Manager and the Group Deputy Manager for the time being.

10. EQUIPMENT AND RESOURCES

The toys and equipment in our childcare provision provide opportunities for children, with adult help, to develop new skills and concepts in the course of their play and exploration.

The equipment we provide will conform to the BSEN71 Safety Standards of Toys (Safety) Regulation (1995) and:

- Is appropriate for the ages and stages of the children.
- Offers challenges to developing physical, social, personal and intellectual skills.
- Features positive images of people, both male and female, from a range of ethnic and cultural groups, with and without disabilities.
- Includes a range of raw materials which can be used in a variety of ways and encourages an open-ended approach to creativity and problem-solving.
- Will enable children, with adult support, to develop individual potential and move towards required learning outcomes.
- Conforms to all relevant safety regulations and is sound and well-made.

Cleaning equipment

We will regularly clean and disinfect toys according to the following rota.

- Dressing up and dolls clothes will be washed every half term.
- We will wash the dolls with the children every half term.
- Play food and crockery etc will be rinsed in a light antiseptic solution every half term or as required.
- All play surfaces will be wiped twice daily with a disinfectant spray.
- We will use special wipes for the computer keyboards weekly.

11.1 FIRE SAFETY – St Michael's

1. We will have all of the fire extinguishers checked annually.
2. We will have all electrical equipment checked annually by a qualified electrician.
3. We will maintain a register of all those on the premises at all times.
4. If a fire is discovered, we will alert everyone by blowing a whistle (one kept in each room), ensuring it can be heard in all rooms and the garden if in use at the time.
5. All staff will then take the children outside by the nearest available exit, leaving from whichever room they are in at the time, or the garden.
6. Whichever adult is in the kitchen area, will collect the register and the mobile phone and will also check toilet areas and look under all tables etc. to make sure no-one is left behind.
7. Everyone will assemble in the lane by the lay-by.
8. The Supervisor will check that everyone is present.
9. We will notify the emergency services by mobile phone.
10. In the case of a prolonged evacuation or in particularly bad weather we will then move into the church which is always unlocked.
11. We will re-enter the building when the Supervisor has declared that area has been inspected and is safe.
12. Fire drills are held once every half term for each session open, on different days of the week or when new children join.
13. All staff will carry babies or children who have limited mobility to safety.

11.2 FIRE SAFETY – BYE (Classroom and Bungalow)

Being on school premises and within school grounds we follow their guidelines in the event of a fire, but we shall also:

- Ensure that any fire equipment in our room is checked regularly.
- All electrical equipment will be checked yearly by a qualified electrician.
- We will maintain a register of all those on the premises at all times.
- If a fire is discovered, we will alert everyone in the room and inform the school secretary.
- The staff will take the children outside by the nearest available exit, taking the register and mobile phone. The toilet area will be checked to make sure no-one is left behind.
- We will assemble in the car park at the front of the school and the Supervisor will check that everyone is present.
- We will re-enter the building when the Head Teacher has declared that the area has been inspected and is safe.
- If a fire breaks out during S'Cool Club hours, the children will be escorted from the building and the fire brigade called. The school will also be notified.

11.3 FIRE SAFETY – EBYE

1. We will have all of the fire extinguishers checked annually.
2. We will have all electrical equipment checked annually by a qualified electrician.
3. We will maintain a register of all those on the premises at all times.
4. If a fire is discovered, we will alert everyone by blowing a whistle (one kept in each room), ensuring it can be heard in all rooms and the garden if in use at the time.
5. All staff will then take the children outside by the nearest available exit, leaving from whichever room they are in at the time, or the garden.
6. Whichever adult is in the kitchen area/office will collect the register and the mobile phone and will also check toilet areas and look under all tables etc. to make sure no-one is left behind.
7. Everyone will assemble in the school playground to the left.
8. The Manager will check that everyone is present.
9. We will notify the emergency services by mobile phone.
10. In the case of a prolonged evacuation or in particularly bad weather we will then move to an alternative space in the school or to one of our other settings.
11. We will re-enter the building when the Manager has declared that area has been inspected and is safe.
12. Fire drills are held once a term for each session open on different days of the week.
13. All staff will carry babies or children who have limited mobility to safety.

11.4 FIRE SAFETY – SYE

1. We will have all of the fire extinguishers checked annually.
2. We will have all electrical equipment checked annually by a qualified electrician.
3. We will maintain a register of all those on the premises at all times.
4. If a fire is discovered, we will alert everyone by blowing a whistle (one kept in each room), ensuring it can be heard in all rooms and the garden if in use at the time.
5. All staff will then take the children outside by the nearest available exit, leaving from whichever room they are in at the time, or the garden.
6. Whichever adult is in the kitchen area/office will collect the register and the mobile phone and will also check toilet areas and look under all tables etc. to make sure no-one is left behind.
7. Everyone will assemble in the school playground to the right or front car park depending on location of fire.
8. The Manager will check that everyone is present.
9. We will notify the emergency services by mobile phone.
10. In the case of a prolonged evacuation or in particularly bad weather we will then move into the school or to one of our other settings.
11. We will re-enter the building when the Manager has declared that area has been inspected and is safe.
12. Fire drills are held once every half term for each session open, on different days of the week or when a new child joins.
13. All staff will carry babies or children who have limited mobility to safety.

12. FOOD AND DRINK

The sharing of refreshments can play an important part in the social life of the childcare provision as well as reinforcing children's understanding of the importance of healthy eating.

The childcare provision will ensure that we conform to the current Food Safety legislation and:

- Every attempt will be made to ensure that any meals and snacks provided are nutritious, avoiding large quantities of fat, sugar, salt, additives, preservatives and colourings.
- Children's medical and personal dietary requirements are respected.
- The dietary rules of religious groups and also of vegetarians/vegans are known and met in appropriate ways.
- Milk provided for children is semi-skimmed and pasteurised.

We follow the procedures below to promote healthy eating in our setting:

- Before a child starts to attend the setting, we find out from parents their children's dietary needs and preferences, including any allergies.
- We record information about each child's dietary needs in his/her registration record and parents sign the record to signify that it is correct.
- We regularly consult with parents to ensure that our records of their children's dietary needs, including any allergies, are up to date. Parents sign the up-dated record to signify that it is correct.
- We display current information about individual children's dietary needs so that all staff and volunteers are fully informed about them. Only staff have access to this information.
- We implement systems to ensure that children receive only food and drink that is consistent with their dietary needs and preferences as well as their parents' wishes.
- Fresh meals are prepared and cooked daily by our on-site chef and delivered to all our settings in appropriate transportable food containers.
- Menus for our home cooked food is provided to parents on request. Healthy snacks are provided twice daily. Notice boards in settings provide daily information on snacks and lunches.
- We provide nutritious food at all snacks, avoiding large quantities of saturated fat, sugar and salt and artificial additives, preservatives and colouring.
- We include a variety of foods from the four main food groups:
 - Meat, fish and protein alternatives
 - Dairy foods
 - Grains, cereals and starch vegetables
 - Fruit and vegetables
- We include foods from the diet of each of the children's cultural backgrounds, providing children with familiar foods and introducing them to new ones.
- Constable Country Childcare is 'Nut Free'. We take care not to provide food containing nuts or nut products and are especially vigilant where we have a child who has a known allergy to nuts. We request parents do not send nut products into settings.
- Through discussion with parents and research reading by staff, we obtain information about the dietary rules of the religious groups to which children and their parents belong, and of vegetarians and vegans, and about food allergies. We take account of this information in the provision of food and drinks.
- We would provide a vegetarian alternative on days when meat or fish are offered and make every effort to ensure Halal meat or Kosher food is available for children who require it.
- We require staff to show sensitivity in providing for children's diets and allergies. Staff do not use a child's diet or allergy as a label for the child or make a child feel singled out because of his/her diet or allergy.
- We organise meal and snack times so that they are social occasions in which children and staff participate.
- We use meal and snack times to help children to develop independence through making choices, serving food and drink and feeding themselves.

- We provide children with utensils that are appropriate for their ages and stages of development and that take account of the eating practices in their cultures.
- We have fresh drinking water constantly available for the children. We inform the children about how to obtain the water and that they can ask for water at any time during the session/day.

Breakfast, Lunch, Tea (hot and cold) and snacks:

- Parents are asked to book their child in for cooked lunch/tea one week in advance when possible. For children attending all day, the lunch session is automatically booked (unless requested otherwise) and parents will be billed monthly.
- A healthy breakfast is provided for children attending wrap around care which includes a selection of cereals, toast and milk or water to drink.
- A two-course lunch for nursery children and two course tea for wrap around care children is prepared fresh daily.
- Nursery children attending all day are offered a hot lunch and cold tea. The tea consists of a healthy filled sandwich (or similar), toast, fresh fruit/salad, yoghurt, small savouries and occasional sweet treats.
- A minimum of two supervisors will be present for each lunch/snack session who will sit with the children to eat their lunch/snack so that the mealtime is a social occasion.
- Children can bring a cold packed lunch; parents are asked to provide a suitable lunch in a named container and a drink in a non-breakable flask or bottle. Please put a cold pack in the container to keep the food fresh. Upon request, we provide information about the storage facilities available in the setting and give information about suitable containers for food.
- We are advised not to re-heat food provided by parents in accordance with food hygiene legislation.
- The children will sit at tables with the supervisors to promote social eating habits.
- We will advise parents to consider the nutritional value of the lunch provided as we follow a policy of healthy eating.
- We will encourage parents to provide sandwiches with a healthy filling, fruit, and milk based deserts such as yoghurt or crème fraiche (petit filou). We discourage sweet drinks.
- We discourage packed lunch contents that consist largely of crisps, processed foods, sweet drinks and sweet products such as cakes or biscuits. We reserve the right to return this food to the parent as a last resort.
- We will advise parents to avoid any foods containing the major allergens including nuts as some children have food allergies.
- In order to protect children with food allergies, we discourage children from sharing and swapping their food with one another.

We have a selection of large floor cushions, inflatable beds and fold down sofa beds to enable the children to have a period of rest after their lunch if they are feeling tired.



13. HEALTH & HYGIENE

A concern for health and hygiene will be accepted by all the staff in the childcare provision. The Management Committee will appoint one of their number regularly to monitor this important aspect of pre-school life.

Our childcare provision promotes a healthy lifestyle and a high standard of hygiene in its day to day work with children and adults. This is achieved in the following ways:

Health

Food

- All snacks provided will be nutritious and pay due attention to children's particular dietary requirements. For more information see Food and Drink Policy No.12.

Outdoor Play

- Children will have the opportunity to play in the fresh air when the weather is appropriate, either in the setting's own outside play area or on outings to other appropriate play areas.

Illness

- Parents are asked to keep their children at home if they have any serious infection, and to inform the childcare provider as to the nature of the infection so that the childcare provision can alert other parents, and make careful observations of any child who seems unwell.
- Parents are asked not to bring into the childcare provision any child who has been vomiting or had diarrhoea until at least 48 hours has elapsed since the last attack.
- If the children of the staff are unwell, the children will not accompany their parents/carers to work in the setting.
- Cuts or open sores, whether on adults or children, will be covered with sticking plaster or other dressing.
- If a child is on prescribed medication by a Doctor/Medical Professional the following procedures will be followed:
 - If possible, the child's parents will administer medicine. If not, then medication must be clearly labelled with the child's name, dosage and any instructions. In certain cases, guidance will be sought from social services before people other than parents agree to administer medicines.
 - Written information will be obtained from the parent, giving clear instructions about the dosage, when last dose was given, administration of the medication and permission for a member of staff to follow the instructions.
 - All medications will be kept in a cupboard inaccessible to children.
 - A medication form will be available to log in: name of child receiving medication, times that the medication should be administered, date and time when medication is administered, together with the signature of the parent and the person who has administered each dose, as well as a staff witness
 - With regard to the administration of life-saving medication such as insulin/adrenalin injections or the use of nebulisers, the position will be clarified by reference to the childcare provider's insurance company.
 - The childcare provision will ensure that the first aid equipment is kept clean, replenished and replaced as necessary. Sterile items will be kept sealed in their packages until needed.

Information

- Parents are asked to tell a member of the setting's staff if their child has head lice so that all parents may be informed of the need for treatment and prevention.
- Parents will have the opportunity to discuss health issues with the setting's staff and will have access to information available to the childcare provision.
- The childcare provision will maintain links with health visitors and gather health information and advice from the local health authority information services and/or other health agencies.

PERSONAL CARE AND HYGIENE PROCEDURES

To prevent the spread of all infection, adults in the group will ensure that the following good practices are observed:

Personal hygiene

- Hands washed after using the toilet.
- Children with pierced ears are not allowed to try on or share each other's earrings.
- A large box of tissues available and children encouraged to blow and wipe their noses when necessary. Soiled tissues disposed of hygienically.
- Children encouraged to shield their mouths when coughing.
- Paper towels used and disposed of appropriately.
- Hygiene rules related to bodily fluids followed with particular care and all staff and volunteers aware of how infections, including HIV infection, can be transmitted.
- Soiled nappies will be placed in a nappy sack and then in the external bin for disposal.
- Tea towels will be kept clean.
- All utensils will be kept clean and stored in a dust-free place, e.g. closed cupboard or drawer.
- Cracked or chipped china will be disposed of.

Cleaning and clearing

- Any spills of blood, vomit or excrement are treated with body spill granules and disposed of appropriately. Disposable gloves always used when cleaning up spills of body fluids. Floors and other affected surfaces are disinfected. Fabrics contaminated with body fluids thoroughly washed in hot water.
- All surfaces cleaned after each use with an appropriate cleaner.

Food

The childcare provision will observe current legislation regarding food hygiene, registration and training.

In particular, each adult will:

- Always wash hands with soap under running water before handling food and after using the toilet.
- Not be involved with the preparation of food if suffering from any infectious/contagious illness or skin trouble.
- Not smoke within the building or curtilage.
- Never cough or sneeze over food.
- Use different cleaning cloths for kitchen and toilet areas.
- Ensure waste is disposed of properly and out of reach of the children. Keep a lid on the dustbin and wash hands after using it.
- Wash fresh fruits and vegetables thoroughly before use.

14. POLICY FOR ILLNESS WHILST AT CONSTABLE COUNTRY CHILDCARE

- If a child is unwell whilst at our childcare provision, we will comfort the child and attempt to contact parents via the contact number on file.
- If this is unsuccessful, we will use the second contact number.
- If we are unable to contact either number, we will continue to try the numbers until we are successful. If the condition seems to be contagious, we will isolate the child with a member of staff.
- If emergency treatment is required and we are unable to contact a relative we will use the written authority provided by all parents contained within the Contract to seek advice/medical attention.

Procedure for a child who sustains a bad injury in the setting e.g. head injury:

We would telephone the parent immediately to explain what has happened and what the injury is to see if the parent wants to attend/take child home. We will also provide a form containing information about 'head injury'.

If a child is unwell at home with sickness or other infectious illnesses do not send the child back to the childcare provision until at least **48 hours** have elapsed since the last attack. Please see *Guide to Infectious Control* in the setting or contact the setting's Manager for advice.

15.1 MISSING CHILD at St Michael's

In the event of a child going missing we would:

- Contact the immediate neighbours and ask them to look in their gardens and outbuildings.
- Search the building and outside area thoroughly, including the office and shed.
- Search the immediate area around the building, including the church and churchyard.
- Contact the child's parents and alert them to the situation.
- One member of staff would continue to look and remain outside in case the child returns.
- Staff will contact the local police on 999 after approximately 20 minutes if the child is still missing. This decision may be varied and police called immediately if circumstances dictate.
- Notify OFSTED on 0300 123 1231.

The incident will be recorded and reviewed as necessary

15.2 MISSING CHILD at BYE (Classroom and Bungalow)

In the event of a child going missing we would:

- Contact the immediate neighbours and ask them to look in their gardens and outbuildings.
- Contact other staff to come and support the situation, including any available school staff.
- Search the building and outside area thoroughly, including the school buildings and surrounding grounds.
- Contact the child's parents and alert them to the situation.
- One member of staff would continue to look and remain outside in case the child returns.
- Staff will contact the police on 999 after approximately 20 minutes if the child is still missing. This decision may be varied and police called immediately if circumstances dictate.
- Notify OFSTED on 0300 123 1231.
- The incident will be recorded and reviewed as necessary.

15.3 MISSING CHILD at EBYE

In the event of a child going missing we would:

- Contact the immediate neighbours and ask them to look in their gardens and outbuildings.
- Search the building and outside area thoroughly.
- Contact the Children's Centre and East Bergholt Primary School (01206 298202) and ask any available staff to come and support the situation.
- Search the immediate area around the building, including the communal pathways and communal garden (BFG) the school buildings, outbuildings and surrounding grounds.
- Contact the child's parents and alert them to the situation.
- One member of staff would continue to look and remain outside in case the child returns.
- Staff will contact the local police on 999 after approximately 20 minutes if the child is still missing. This decision may be varied and police called immediately if circumstances dictate.
- Notify OFSTED on 0300 123 1231.
- The incident will be recorded and reviewed as necessary.

15.4 MISSING CHILD at SYE

In the event of a child going missing we would:

- Contact the immediate neighbours and ask them to look in their gardens and outbuildings.
- Search the building and outside area thoroughly, including the office and outbuildings.
- Contact other staff to come and support the situation, including any available school staff.
- Search the building and outside area thoroughly, including the school buildings and surrounding grounds.
- Contact the child's parents and alert them to the situation.
- One member of staff would continue to look and remain outside in case the child returns.
- Staff will contact the local police on 999 after approximately 20 minutes if the child is still missing. This decision may be varied and police called immediately if circumstances dictate.
- Notify OFSTED on 0300 123 1231.
- The incident will be recorded and reviewed as necessary.

16. NAPPY CHANGING

- We will wear disposable gloves and aprons when changing a child's nappy as these protect the staff and children.
- We will always use changing mats.
- We will clean the changing mat after every use with an anti-bacterial/viral spray and dry it using disposable paper towels. If a changing mat has a tear in it, we will throw it away immediately.
- We will put disposable nappies/gloves/ aprons and paper sheeting in a nappy bag and then into the disposable nappy bin.
- We will ensure that we thoroughly wash our hands following all nappy changes.
- In house staff training and guidance will be undertaken prior to nappy changing.
- Staff provide warm, sensitive physical contact and care whilst changing children, wherever possible key people will change children.

17. NON-COLLECTION OF CHILDREN/CHANGES IN COLLECTION ARRANGEMENTS

Procedure to follow in the event of a child being collected by another person:

- Any changes to the usual collection arrangement must be noted in our **Child Collection Book**, and must be signed and dated.
- We will not release a child to any unauthorised person or a person who does not have legal access to the child.
- If an arrangement has been altered by a telephone call during a session whilst a child is at our childcare provision, the staff member taking the call will write the new arrangement in our **Child Collection Book**.

Procedure for uncollected children:

- If a child is not collected at the end of the session, we will telephone the contact numbers on our registration form.
- If we are unable to make contact with any person at these numbers two members of staff will remain at the setting with the child and will continue to telephone the contact numbers.

If after all reasonable attempts have been made to contact the parents or nominated carers and no-one collects the child after one hour and there is no-one else who can be contacted to collect the child, we apply the procedures for uncollected children:

- We contact our local authority Children's Services (Customer First) Department on 0808 800 4005.
- The child will stay at the setting in the care of 2 staff members until safely collected either by the parents or by a social care worker.
- Social care workers will aim to find the parent or relative. If they are unable to do so, the child will be admitted into the care of the local authority.
- Under no circumstances will staff go to look for the parent, nor will they take the child home with them.
- A full written report of the incident is recorded in the child's file.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by staff.
- Ofsted may be informed on 0300 1231231.

18. PARENTAL INVOLVEMENT POLICY

Parents are the first educators of their young children. The aim of the group is to support their essential work, not to supplant them.

We will:

- Make all new parents aware of the group's systems and policies.
- Ensure that parents are informed on a regular basis about their child's progress.
- Provide parents with an application form to access Tapestry. Once completed and signed a password will be provided and parents can view weekly observations, make comments and add photographs of their own. Reports can also be accessed via Tapestry.
- Ensure that all parents have opportunities to contribute from their own skills, knowledge and interests to the activities of the group.
- Involve parents in record keeping about their own child, either formally or informally. Twice a year parents are invited to a meeting with the child's key worker to discuss progress and look at any work and records. We will record these meeting in the Learning Journey with the date and parents' signature.
- Consult with families about the times of any meetings to avoid excluding anyone.
- Hold any meetings in venues which are accessible and appropriate for all.
- Welcome the contributions of parents, whatever form these may take.
- Make known to all parents the systems for registering queries, complaints or suggestions.
- Provide opportunities for parents to contribute their own skills, knowledge and interests to the activities of the setting.
- Provide opportunities for parents to learn about our curriculum and about young children's learning, in the childcare provision and at home.
- Any information gained by parent-helpers about the children, families or other adults in the childcare provision must remain confidential.

19. RACIAL EQUALITY POLICY

At Constable Country Childcare, we are committed to:

- Promoting good race relations, equal opportunities and tackling unlawful racial discrimination
- Ensuring appropriate support for isolated and potentially marginalised children of different racial, cultural and religious groups, including Asylum Seekers, Refugees, Gypsies and other Travellers
- Working with parents and guardians and with the wider community to challenge and eliminate racial discrimination and to follow and promote good practice
- Creating an environment which respects and values cultural, linguistic and religious differences.

All members of staff have a responsibility to comply with this policy and its procedures and behave in a manner which respects and values racial, cultural and linguistic diversity.

The Manager is responsible for ensuring that:

- this policy is communicated and made readily available to staff, parents and guardians
- the policy is implemented
- staff are aware of their responsibilities
- staff are given appropriate training and support
- appropriate action is taken in any cases of unlawful discrimination

All staff are expected to:

- deal with racist incidents that may occur. The response will aim to be sensitive to the feelings of the victim(s) and to help those responsible to understand and overcome their prejudices.
- be able to recognise and tackle racial bias and stereotyping
- promote equal opportunities and good race relations
- incorporate principles of race equality and diversity into all aspect of their work
- provide appropriate support to children for whom English is an additional language.

Visitors will be made aware of and expected to comply with the childcare provision's racial equality policy.

We will promote equality and challenge racism by using a range of intercultural resources to stimulate learning and promote high standards. Resources will be chosen to give children a balanced view of the world and an appreciation of the rich diversity of our multi-cultural society:

- in the Home Corner, we will have a variety of ethnic foods and cooking utensils
- we will include ethnic dressing up clothes
- we will include ethnic dolls
- our Book Corner will have a variety of books which celebrate the richness and diversity of different cultures.

Our policy ensures that racist incidents are reported, investigated and recorded in line with recommended practice. Any example of racism by a member of the setting's staff will be treated as a serious disciplinary matter and dealt with in accordance with the childcare provision's procedures.

- We will ensure that our staffing policy does not discriminate against minority ethnic groups and takes appropriate action to seek staff from a diversity of backgrounds.
- Where necessary training will be given on race equality.
- We will ensure that minority ethnic staff have access to appropriate support.
- Issues of race equality and cultural diversity will feature in staff inductions and training.
- Our Racial Equality and Equal Opportunities policies ensure that the principles and practice of diversity and race equality are integrated into the curriculum.
- We will take active steps to ensure that ethnic minority parents are encouraged to become involved in our childcare provision.

- We will endeavour to make links with community groups and more isolated minority ethnic families.
- Staff will be made aware of children's religious, cultural and linguistic heritage.
- We will ensure that our admissions criteria are open to all and administered consistently and fairly.
- We will ensure that we meet specific religious and ethnic needs of groups/individuals.
- We will eliminate the use of racial stereotypes and negative images and promote the use of positive images wherever possible.
- Every child will be encouraged to develop a sense of personal and cultural identity, in which they are confident and open-minded, and that is receptive and respectful towards other identities.
- Every child will be encouraged to develop the knowledge, understanding and skills needed to participate in Britain's multi-ethnic society.

Action to be taken:

- If we hear a racist remark, we will respond immediately by taking the perpetrator out of the situation and making clear that this is unacceptable behaviour. We will explain that racist remarks can have a damaging effect on the child who is on the receiving end of the abuse. We will also make it clear that we are condemning the racist behaviour, not the child.
- We will talk to the abused child to acknowledge his/her feelings and to re-assure.
- We will inform the parent/carer of the abused child, explain what happened and the action we are taking to prevent further incidents.
- We will inform the parent/carer of the perpetrator to explain what happened and the action taken. We will seek their support to ensure there are no further incidents.
- The incident will be recorded, signed and dated.
- Records will be checked regularly to ensure that the perpetrator is not involved in similar incidents.

20. RECORD KEEPING & ASSESSMENT POLICY

Observations:

- Each person will spend time observing and keep observational notes on the children in his/her group, using the planning form provided.
- These notes will provide an informal record of each child's achievements and any particular strengths which can be used to plan each child's next stage of learning.
- Any member of staff who notices any details about a child who is not in his/her key group can also fill in an observation sheet which can be passed on to the appropriate keyworker.
- The observation notes will be filed in a secure folder once they have been uploaded on to Tapestry.
- All data collected is in accordance with the Data Protection Act 1998 and adhered to at all times.

Learning Journey record:

- These will be completed on a regular basis to track progress made in the Early Years Foundation Stage.
- Parents will be encouraged to provide contributions about their child's development and interests, both at home and at our setting.
- We will meet to discuss the Learning Journeys and any children who are giving cause for concern.
- These records will be available at all times for parents to read on Tapestry. A password will be provided in order for parents to access Tapestry.
- When a child leaves, the Learning Journey record will be passed on to the next setting or school.

Record of work:

- We will keep examples of work from each child in a Scrapbook annotated if necessary.
- Parents will be able to see the Scrapbook at the progress meetings.
- The child's work will be stuck into a Scrapbook and presented to the child upon leaving.

21. RECRUITMENT OF EX-OFFENDERS

General principles:

As an organisation using the Disclosure and Barring Service (DBS) to help assess the suitability of applicants for positions of trust, Constable Country Childcare complies fully with the DBS Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a disclosure on the basis of a conviction or other information revealed, in accordance with its adopted policies as set out hereunder.

Constable Country Childcare is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependents, age, or physical/mental disability.

This written policy on the recruitment of ex-offenders is made available to all Disclosure applicants on request at the outset of the recruitment process.

As an organisation closely involved with the care and protection of very young and potentially vulnerable children, St Michael's, Brooklands Young Explorers, East Bergholt Young Explorers and Stutton Young Explorers has a policy that a Disclosure will always be requested for all positions within the organisation.

We actively promote equality of opportunity for all with the right mix of talent, skills, and potential and welcome applications from a wide range of applicants. We select all candidates for interview based on their skills, qualifications and experience.

A Disclosure is always requested, by merit of the nature of the work of our organisation. For all positions, application forms, job adverts, and recruitment briefs will contain a statement that a Disclosure will be requested in the event of the individual being offered the position.

Because a Disclosure is to form part of the recruitment process, we encourage all applicants called for interview to provide details of their criminal record at an early stage in the application process. We request that this information is sent under separate, confidential cover, to a designated person within the management of St Michael's, Brooklands Young Explorers, East Bergholt Young Explorers and Stutton Young Explorers and we guarantee that this information will be seen only by those of the appropriate setting who need to see it as part of the recruitment process.

At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.

We make every subject of a DBS aware of the existence of the DBS Code of Practice 2012 and make a copy available on request.

We undertake to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment.

22. RISK MANAGEMENT

- When administering medicine, we will ask parents to complete a medication form, and to sign after the medicine has been given.
- We will complete an entry in our Accident book whenever injury has occurred to a child or adult.
- A log of fire drills will be kept, with comments made accordingly.
- Staff will pay due attention to personal health when lifting or carrying children.
- If a child is displaying difficult behaviour they will be restrained if there is a danger of them injuring themselves or others. Parents will be informed of the incident at the end of the session.
- We will keep a record of food allergies which will be displayed in a prominent position.
- The premises and garden will be checked daily for danger and a form completed and signed.
- Staff will not remain on the premises alone.
- A Risk Assessment audit will be completed each year by a staff member and a member of the Management Committee.

23. SAFEGUARDING CHILDREN - POLICY AND PROCEDURES

Ethos Statement:

Constable Country Childcare (CCC) recognise the moral and statutory responsibility placed on all staff to safeguard and promote the welfare of all children. We aim to provide a safe and welcoming environment, underpinned by a culture of openness where both children and adults feel secure, are able to raise concerns and believe they are being listened to, and that appropriate action will be taken to keep them safe. We will work with children, parents and the community to ensure the safety of children and to give them the very best start in life.

Aims:

We aim to carry out this policy by promoting a child's right to be strong, resilient and listened to by:

- Creating an environment that encourages children to develop a positive self-image, which includes their heritage arising from their colour and ethnicity, their languages spoken at home, their religious beliefs, cultural traditions and home background.
- Encouraging children to develop a sense of autonomy and independence.
- Enabling children to have the self-confidence and vocabulary to resist inappropriate approaches.
- Helping children to establish and sustain satisfying relationships within their families, with peers, and with other adults.
- Working with parents to build their understanding of and commitment to the principles of safeguarding all children.

Legal Framework:

The Legal Framework for this work is:

Primary Legislation:

The Children Act 1989 - s 47, 2004
 The Protection of Children Act 1999
 Data Protection Act (GDPR) 2018
 The Children Act 2004 (Every Child Matters)
 Day care & Child Minding (Disqualification) (England) Regulations 2003
 Safeguarding Vulnerable Groups Act 2006
 Childcare Act 2006

Guidance

Working Together to Safeguard Children 2018
 What to Do if You are Worried a Child is Being Abused 2015
 The Framework for the Assessment of Children in Need and Their Families (2000)
 The Common Assessment Framework 2016
 Suffolk Safeguarding Children Board Website 2018 (www.suffolkscsb.org.uk)

Secondary Legislation

Sexual Offences Act (2003)
 Counter-Terrorism and Security Act 2015 (Section 26)
 Criminal Justice and Court Act 2015
 Human Rights Act (1999)
 Equality Act 2010

Race Relations (Amendment) Act (2000)
 Race Relations (Amendment) Act (1976) Regulations
 Rehabilitation of Offenders Act 1974

Designated Safeguarding Personnel:

Group Manager: Hayley Aherne
 Deputy Group Manager: Karen Mason

Hayley Aherne is the senior member of staff for safeguarding and first point of contact. In her absence the most senior person at each setting will oversee this role. The designated safeguarding personnel will undertake specific training and access regular updates and review this policy annually or sooner if required.

Staff and Volunteering:

- We provide adequate and appropriate staffing resources to meet the needs of the children.
- It will be made clear to applicants for posts within the childcare provision that the position is exempt from the provisions of the Rehabilitation of Offenders Act 1974. Where applicants are rejected because of information that has been disclosed, applicants have the right to know and challenge incorrect information.
- All staff when appointed will apply for a security check carried out by the Disclosure and Barring Service (DBS). The Group Manager or her Personal Assistant will apply for an enhanced disclosure. Applicants will be supervised closely until the disclosure is received. Staff awaiting their DBS check will not take children to the toilet or change nappies.
- Different staff members (the Key person or their buddy) will accompany children to the toilets rather than one person to avoid misunderstanding.
- We abide by OFSTED requirements in respect of references and police checks for staff and volunteers, to ensure that no disqualified person or unfit person works at the childcare provision or has access to the children.
- All applicants for work within the childcare provision, whether voluntary or paid, will be interviewed before an appointment is made and will be asked to provide at least two references. All such references will be followed up. In the case of applicants with unexplained gaps in their employment history, or who have moved rapidly from one job to another, explanations will be sought.
- All appointments, both paid and voluntary, will be subject to a probationary period and will not be confirmed unless the childcare provision is confident that the applicant can safely be entrusted with children. If two references are not provided the probation period will be extended until the same are received and are satisfactory. Long delays will be investigated.
- Volunteers, including students do not work unsupervised within the childcare provision.
- We abide by the Independent Safeguarding authority of Children Act requirements in respect of any person who is dismissed from our employment or resigns in circumstances that would otherwise lead to dismissal for reasons of safeguarding children.
- Children will be encouraged to develop a sense of autonomy and independence through adult support in making choices and in finding names for their own feelings and acceptable ways to express them. This will enable children to have the self-confidence and the vocabulary to resist inappropriate approaches.
- The deployment of staff within the childcare provision allows for constant supervision.
- Staff know not to isolate themselves with children and make sure other staff members can see them at all times.
- All staff attend bi-monthly supervisions; included in this process is confirmation that no changes have occurred since their appointment and DBS check, for themselves or a close family member. Any changes will be investigated immediately.

Training:

- All staff members are required to have up to date safeguarding training.
- Safeguarding is everyone's responsibility.
- We will seek out training opportunities for all adults involved in the group to ensure that they are able to recognise the signs and symptoms of possible physical abuse, emotional abuse, neglect and sexual abuse, and so that they are aware of the local authority guidelines for making referrals.
- We ensure that all staff understand the procedures for reporting and recording their concerns in the setting and who to contact.
- Staff receive training on how to respond appropriately to suspicions of abuse.
- We ensure that confidentiality is maintained at all times.
- We ensure that consistent good practice is across all CCC settings.
- Staff and volunteers know that they are not to be left alone with any child without being visible to others. The layout of our rooms, outdoor area and staff ratios allow for constant supervision.

Child abuse:

A person may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Staff in the nursery recognise that child abuse can and does happen in all types of families. The different social and cultural backgrounds of the children do not constitute barriers to child abuse and in most cases, children are abused by individuals known to them, rather than strangers. Child abuse can take many formats, but all instances can be broadly categorised under one of four headings; physical abuse, emotional abuse, neglect and sexual abuse. The following identifies some possible manifestations of child abuse; however, these lists are not exhaustive.

Physical abuse:

Examples which may indicate physical abuse include: (this is not designed to be used as a checklist)

- Patterns of bruising, including inconsistencies of stories as to how bruising or injuries occurred
- Finger, hand or nail marks, black eyes
- Bite marks
- Round burn marks, burns and scalds
- Lacerations, wealds
- Fractures
- Bald patches
- Symptoms of poisoning
- Fear of going home or parents being contacted
- Fear of medical help
- Inexplicable fear of adults or over compliance, shy's away from physical contact
- Withdrawn or aggressive towards others or behaviour changes suddenly

Procedure:

- All signs of marks/injuries to a child, when they come into nursery or occur during time at the nursery, will be recorded as soon as noticed by a staff member
- The incident will be discussed with the parent at the earliest opportunity
- Such discussions will be recorded and the parent will have access to such records

If there appear to be any queries regarding the injury, contact MASH on 0345 606 1499 for advice. If you have an immediate safeguarding concern contact Customer First on 0808 800 4005. In an emergency contact the police on 999.

Emotional abuse:

Examples of behaviour which may indicate emotional abuse include: (this is not designed to be used as a checklist)

- Over-reaction to mistakes
- Delayed physical/mental/emotional development

- Sudden speech disorders, elective mute
- Tells lies
- Neurotic behaviour, rocking, banging head, regression, tics and twitches
- Fear of parents being contacted
- Appetite disorders
- Soiling
- Frozen watchfulness, particularly in pre-school children
- Lack of confidence, low self esteem
- Be inappropriately affectionate towards others
- Withdrawn or seen as a 'loner' - difficulty relating to others

Procedure:

- The concern should be discussed with the Group Manager
- The concern will be discussed with the parent
- Such discussions will be recorded and the parent will have access to such records
- A Common Assessment Framework (CAF) or Team Around the Child (TAC) may need to be completed to support the child and family (England only)

If there appear to be any queries regarding the circumstances, contact MASH on 0345 606 1499 for advice. If you have an immediate safeguarding concern contact Customer First on 0808 800 4005. In an emergency contact the police on 999.

Neglect:

Examples which may indicate neglect include: (this is not designed to be used as a checklist)

- Hunger, emaciation or under nourishment
- Tiredness and listlessness, poor concentration
- Poor hygiene
- Untreated medical problems (illnesses/injuries)
- Child talks of being left alone
- Poor or inappropriate clothing for the weather
- Affection or attention seeking behaviour
- Stealing or scavenging compulsively
- Failure to achieve development milestones e.g. growth, weight
- Failure to develop socially

Procedure:

- The concern will be discussed with the parent
- Such discussions will be recorded and the parent will have access to such records
- A CAF or TAC may need to be completed

If there appear to be any queries regarding the circumstances, contact MASH on 0345 606 1499 for advice. If you have an immediate safeguarding concern contact Customer First on 0808 800 4005. In an emergency contact the police on 999.

Sexual Abuse:

Examples of behaviour which may indicate sexual abuse (this is not designed to be used as a checklist)

- Sexually explicit play or behaviour or age inappropriate knowledge
- Discharge, blood on under clothes, soreness or itching in genital area
- The presence of sexually transmissible infections
- Inability to concentrate, tiredness
- Loss of appetite
- Refusal to communicate, selective mutism
- Thrush or other throat infections

- Attention seeking behaviour
- Aggressive behaviour
- Unusually compliant
- Regressive behaviour
- Touching others inappropriately
- Bruises, scratches etc. in genital area or bruising consistent with being held firmly
- Does not trust familiar or particular adult

Procedure:

- The adult should reassure the child and listen without interrupting if the child wishes to talk.
- The adult will follow 'Dealing with a disclosure' and 'What to record' guidelines
- The observed instances will be detailed in a confidential report
- The observed instances will be reported to the Group manager

The matter will be referred to Customer First on 0800 800 4005 immediately.

Other safeguarding issues:

The following Safeguarding issues are all considered to be child protection issues and should be referred immediately to the most relevant agency. Some communities hold beliefs that may be common within particular cultures but which are against the law in England. CCC does not condone practices that are illegal and which are harmful to children. Examples of particular practices are:

Child sexual exploitation

Child Sexual Exploitation is a form of abuse where children are sexually exploited for money, power or status. In some cases, children are persuaded or forced into exchanging sexual activity in exchange for money, food, gifts or simply affection. Consent cannot be given, even when a child may believe they are voluntarily engaging in sexual activity with the person who is exploiting them. Child sexual exploitation does not always involve physical contact and can happen online.

Forced Marriage

Forcing a person into a marriage is a crime in England and Wales. CCC does not support the idea of forcing someone to marry without their consent.

Under-age Marriage

In England, a young person cannot legally marry until they are 16 years old (without the consent of their parents or carers) nor have sexual relationships.

Trafficking

Child trafficking involves moving children across or within national or international borders for the purposes of exploitation. Exploitation includes children being used for sex work, domestic work, restaurant/sweatshop, drug dealing, shoplifting and benefit fraud. If CCC is made aware of a child suspected of or actually being trafficked/exploited, we will report our concerns to the appropriate agency.

Female Genital Mutilation (FGM)

It is illegal in the UK and form of child abuse with long-lasting harmful consequences. For some communities it is considered a religious act and cultural requirement. It is illegal for someone to arrange for a child to go abroad with the intention of

having her circumcised. If any of the above areas of concern is brought to our attention, we will report those concerns to the appropriate agency in order to prevent this form of abuse taking place.

Ritualistic Abuse

Some faiths believe that spirits and demons can possess people (including children). What should never be considered is the use of any physical or psychological violence to get rid of the possessing spirit. This is abusive and will result in the criminal conviction of those using this form of abuse even if the intention is to help the child.

Children Missing Nursery/Wrap around care

Staff are committed to ensure that a record of attendance is logged for every child and any irregular absenteeism will be documented and investigated. It is essential that all staff are alert to signs to look out for and the individual triggers to be aware of when considering the risks of potential safeguarding concerns such as travelling to conflict zones, FGM and forced marriage.

Safeguarding Special Educational Needs and Disabled Children (SEND)

SEND children have exactly the same human rights to be safe from abuse and neglect, to be protected from harm and achieve the 'Every Child Matters' outcomes as non-disabled children. SEND children do however require additional action. This is because they experience greater risks and '*created vulnerability*' as a result of negative attitudes about SEND children and unequal access to services and resources, and because they may have additional needs relating to physical, sensory, cognitive and/or communication impairment (*Safeguarding Children, DfE, July 2009*). CCC will ensure that our SEND children are listened to and responded to appropriately where they have concerns regarding abuse. In order to do this, we will ensure that our staff and volunteers receive the relevant training to raise awareness and have access to specialist staff in the event they have concerns regarding abuse of a child.

Safer Recruitment & Selection

It is a requirement for all agencies to ensure that all staff recruited to work with children and young people are properly selected and checked. At CCC, we will ensure that we have a member on every recruitment panel who has received the appropriate recruitment and selection training. That all of our staff are appropriately qualified and have the relevant employment history and checks to ensure they are safe to work with children in compliance with the Key Safeguarding Employment Standards.

Honour Based Violence (HBV)

'Honour based violence' is a crime or incident, which has or may have been committed to protect or defend the honour of the family and/or community'. This includes FGM, forced marriage, and practices such as breast ironing. All forms of so-called HBV are abuse (regardless of the motivation). CCC will report concerns to prevent this form of abuse taking place, or children already having suffered HBV to the appropriate authorities.

Radicalisation

Radicalisation refers to the process by which a person comes to support terrorism and forms of extremism. CCC staff should be alert to changes in children's behaviour which could indicate that they may be in need of help or protection. Staff will use their judgement in identifying children who might be at risk of radicalisation and act accordingly.

Prevent

In accordance with the Counter-Terrorism and Security Act 2015 (Section 26) CCC has a duty to prevent people from being drawn into terrorism. This duty is known as the Prevent Duty. CCC will assess the risk of children being drawn into terrorism, including support for extremist ideas that are part of terrorist ideology. CCC will ensure one of their safeguarding personnel

will undertake Prevent training in order to provide advice and support to all staff on protecting children from the risk of radicalisation.

Grooming

Grooming is when someone builds an emotional connection with a child to gain their trust for the purposes of sexual abuse, sexual exploitation or trafficking. Grooming happens both online and in person. Groomers will hide their true intentions and may spend a long time gaining a child's trust. Groomers may try to gain the trust of a whole family to allow them to be left alone with a child and if they work with children, they may use similar tactics with their colleagues. Staff will notify their safeguarding personnel immediately if they think children are being groomed.

Gangs and Groups

Children as young as 7 years old can be gang-involved. CCC staff will identify and support a child at risk from gang activity and/or from serious youth violence. A child could be non-involved, but at risk from becoming involved and harmed from gang activity or serious youth violence. Or a child may be involved with gang related activities and/or serious youth violence and at risk both of harming others and being harmed him/herself. CCC staff will notify their safeguarding personnel immediately if they think children are part of or affected by gangs and groups.

Domestic Abuse

The Government defines domestic abuse as *"Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners or family members regardless of gender or sexuality"*.

Staff need to understand what is required of them if children are members of the household where domestic abuse is known or suspected to be taking place. Our policy includes action to be taken regarding referrals to the Police and Children and Young People's Services and any action to be taken where a member of staff is the alleged perpetrator or victim of domestic abuse. CCC will follow our safeguarding policy and report any suspected concerns regarding Domestic Abuse to the relevant agency.

Private Fostering

Private fostering is an arrangement made between the parent and the private foster carer, who then becomes responsible for caring for the child in such a way as to safeguard and promote his/her welfare.

A privately fostered child means a child under the age of 16 (18 if a disabled child) who is cared for and provided with accommodation by someone other than:

- a parent
- a person who is not a parent but has parental responsibility
- a close relative
- a Local Authority

for more than 28 days and where the care is intended to continue. It is a statutory duty for us at CCC to inform the Local Authority where we are made aware of a child or young person who may be subject to private fostering arrangements.

E-Safety

Children and young people can be exploited and suffer bullying through use of modern technology such as the internet, mobile phones and social networking sites. Children are not permitted to use their own technology within our settings. Staff supervise and monitor online safety by using age appropriate resources when using any technology with the children. CCC will ensure that staff are aware of how not to compromise their position of trust in or outside of the work place and are aware of the dangers associated with social networking sites.

Mobile phones/cameras in the setting

We accept that staff, volunteers and visitors will bring mobile phones to our setting. However, in line with safeguarding best practice the following procedures will apply:

- Staff, volunteers and visitors are not permitted to use any recording equipment on their personal mobile phones.
- Staff are not permitted to use personal mobile phones to make or receive calls or texts during working hours. Staff will be able to give out the setting's landline and mobile phone number so that they can be contactable in an emergency.
- Staff will be asked to leave their personal mobile phones in a secure area for safekeeping. Volunteers and Visitors may also be politely asked to leave their personal mobile phones with the setting Manager.
- Staff are not allowed to talk to parents on any social networking site, i.e. Facebook, Twitter etc. to reduce the risk of confidential information being leaked.
- If a member of staff has a specific need to keep their phone with them on a particular occasion, prior permission must be sought from the Group Manager or setting Manager.
- We recognise that some visitors may need to keep their mobile phones with them. Visitors will not be left unsupervised with children.
- In the event of the setting not having access to a landline, a mobile phone may be a necessity, particularly when on trips. If the phone camera cannot be disabled easily it must not be used under any circumstances whatsoever.
- The camera setting on any mobile phone on the premises **MUST NOT BE USED**. Staff can access their phones when on breaks but only outside the setting and away from the children.

The above list is not exhaustive and as new policy guidance and legislation develops within the remit of Safeguarding, we will review and update our policies and procedures as appropriate and in line with the Suffolk Safeguarding Children Board and Local Authority.

Dealing with a Disclosure:

- Do be calm
- Do reassure the child
- Do listen carefully
- Do record what the child has said (date and sign it)
- Do refer without delay
- Do not ask leading questions or investigate. You can encourage talk by using open questions and repeating child's words (mirror talk)
- Do not promise confidentiality. Be clear you need to pass information on
- Do not tell the child that 'everything will be alright'
- Do not make promises that you cannot keep
- Do not show shock, distaste or disbelief
- Do not introduce personal information or from either your own experience or that of others
- Do not make comments about whom the allegation has been made
- Do not approach the person against whom the allegation has been made

What to record:

- Where were you?
- Who disclosed? (full name)
- What they said? (exact words spoken)

- Was there an injury?
- Where was the injury - did you see it? How you saw it? Describe it/complete a body map (try to describe stage of healing, colour, size)
- Is the disclosure about sexual abuse?
- Was anyone else with you?
- Who are you passing this information to?
- Who are you? Ensure you include your full name and position
- Sign and date - including year

Remember only record facts and not opinions

Recording suspicions of abuse and disclosures:

Staff will make an objective record of any observation or disclosure which will also include:

- Child's Name
- Child's Address
- Child's age and date of birth
- Date and time of the observation or the disclosure
- Name of person to whom the concern was reported, with date and time and the names of any other person present at that time
- Any discussion held with the parent/carer

CCC Headed Paper, Recording Form for Safeguarding Concerns, Safeguarding Chronological record sheet and Body Maps are kept in the Safeguarding folder in setting. These all need to be hand-written.

If a referral is made to Customer First or LADO, forms need to be completed on line within 24 hours of the referral. Example copies of forms, Multi-Agency Referral and Management of Allegations against People in a Position of Trust are also kept in the Safeguarding folder in setting.

All Safeguarding records will be kept in a separate confidential folder and accessible to the Group Manager, Chairperson or other member of staff as appropriate.

Respond appropriately to suspicions of abuse:

- Changes in children's behaviour/appearance will be investigated.
- Staff are committed to ensure that a record of attendance is logged for every child and any irregular absenteeism will be documented and investigated.
- Staff are committed to ensure that whilst it is important to acknowledge a child's disability when making a professional judgement about a concern, we should always ensure we have considered the possibility of abuse and/or neglect.
- Parents will normally be the first point of reference, though suspicions will also be referred as appropriate to the Social Services Department.
- If suspicions involve the child's parents or carer, we will contact Social services in the first instance.
- All such suspicions and investigations will be kept confidential, shared only with those who need to know. The people most commonly involved will be the member of staff, the Group Manager and the Chairperson of the Management Committee.

Keep records:

- Whenever worrying changes are observed in a child's behaviour, physical condition or appearance, a specific and confidential record will be set up, quite separate from the usual ongoing records of children's progress and development. The record will include, in addition to the name, address and age of the child: timed and dated observations, describing objectively the child's behaviour or appearance, without comment or interpretation; where possible, the exact words spoken by the child; the dated name and signature of the recorder.
- Such records will be kept in a separate file and will not be accessible to people in the childcare provision other than the Group Manager, Chairperson or other member of staff as appropriate.

Liaise with other bodies:

- The childcare provision operates in accordance with local authority guidelines. Confidential records kept on children about whom the childcare provision is anxious will be shared with the Social Services Department if the childcare provision feels that adequate explanations for changes in the child's condition have not been provided.
- If a report on a child is to be made to the authorities, the child's parents will be informed at the same time as the report is made.
- If a staff member disagrees with the Safeguarding Personnel's decision that a case should not be reported, they can contact Customer First direct.
- The group will maintain ongoing contact with the registering authority, including names, addresses and telephone numbers of individual social workers, to ensure that it would be easy, in any emergency, for the childcare provision and the Social Services Department to work well together.
- Records will also be kept of the local NSPCC contact, or other contact(s) as appropriate.

Support for families:

- The childcare provision will take every step in its power to build up trusting and supportive relationships between families and staff and volunteers in the group.
- Where abuse at home is suspected, the childcare provision will continue to welcome the child and family while investigations proceed.
- With the proviso that the care and safety of the child must always be paramount, the childcare provision will do all in its power to support and work with the child's family.
- Confidential records kept on a child are shared with parents/carers only if appropriate under the guidance of the Suffolk Safeguarding Children Board.
- Provide parents/carers with information that will support their children and family. Direct to local Cherry Blossom Children's Centre or online support www.suffolk.gov.uk/theparenthub.

Employees of CCC/Allegations of abuse made against a member of staff:

If an allegation is made against a member of staff the Deputy Group Manager will commence investigations immediately and take appropriate action as follows:

- The Deputy Group Manager will be responsible for making a referral to SCC Children's Services Customer First on 0808 8004005.

- The Deputy Group Manager will inform the Local Authority Designated Officer (LADO) by telephone of the allegation and complete paperwork within 24 hours. The LADO will provide support to the person against whom an allegation has been made.
- To contact LADO phone 01473 263112 for Southern Area Safeguarding Manager.
- The Group Manager will be informed of the allegation and contact OFSTED on 0300 123 1231.
- The Deputy Group Manager may seek advice from Suffolk Multi Agency Safeguarding Hub (MASH) by telephone on 0345 6061499.
- The member of staff involved will be suspended pending an investigation.
- Confidentiality will be maintained at all times to protect staff involved in the allegation.
- Following a referral and the investigation outcome the Management Team involved will gather all information, assess risk and decide the best plan of action for the future.
- LADO investigations, individual outcomes and advisory action will be addressed with the member of staff on return to work.
- If the member of staff does not return to work the Management Team involved will assess risk to avoid similar allegations occurring in the future.

Protocol for dealing with allegations within CCC are as follows:

- The setting Manager will contact the Deputy Group Manager who will set up an investigation if an allegation is made against a member of staff within CCC.
- The Group Manager and Deputy Group Manager will investigate allegations against setting Managers.
- The Group Manager will investigate allegations against Deputy Group Managers.
- The Chairperson of the Management Committee will investigate allegations made against the Group Manager.
- If an allegation is investigated the Chair of CCC will be informed.

This protocol will not interfere with any Police or Local Authority investigation.

Whistleblowing:

- All staff are aware of their duty to raise concerns, where they exist, about management of child protection, which may include the attitude or actions/inactions of colleagues, poor or unsafe practice and potential failures in meeting safeguarding policies and procedures.
- All staff will report poor practice or suspected wrongdoing in the work place if it affects others.
- If a member of staff does not feel able to raise such concerns internally, there is a NSPCC whistleblowing helpline on 0800 028 0285 or email help@nspcc.org.uk.
- As a whistle-blower you are protected by law and should not be treated unfairly or lose your job.
- Staff can take a case to an employment tribunal if they have been treated unfairly by whistleblowing.
- A Whistle-blower's identity must remain confidential in order to protect them.

Confidentiality:

All suspicions and investigations are kept confidential and shared only with those who need to know. Any information is shared under the guidance of the Suffolk Safeguarding Children Board.

Useful Contacts:

Multi-agency Safeguarding Hub (MASH) 0345 606 1499

Customer First 0808 800 4005

Police (emergency only) 999

Suffolk Police main switchboard 01473 613500

Suffolk Safeguarding Children Board 01473 265359

LADO 01473 263112

LADO Central line 0300 123 2044

OFSTED 0300 123 1231

Safeguarding and COVID-19

Keeping children safe remains the focus throughout the response to coronavirus (COVID-19). Constable Country Childcare will follow current government guidance to maintain a safe place for children. Constable Country Childcare will take reasonable steps to protect staff, children and others from coronavirus (COVID-19) within each setting.

The Charity will:

- Identify areas which increase risks of harm due to the pandemic situation and take precautions/additional measures to address and mitigate these.
- Ensure regular contact with those families whose children remain at home during periods of 'lockdown' or 'isolation'.
- Encourage all vulnerable children to continue to attend.
- If needed we will develop a team around the family approach to engage appropriate professionals to support children and families at the earliest opportunities, reducing risk of harm.
- Develop effective regular communication between key people and families.
- Ensure all staff remain confident in identifying and sharing concerns within this unusual situation.
- Ensure all staff are swift to respond to concerns, referring to the appropriate bodies/services where appropriate.
- Ensure safer recruitment practices are still followed in a covid-19 compliant manner.

Constable Country Childcare recognise our moral and statutory responsibility to safeguard and promote the welfare of all Children. We endeavour to provide a safe and welcoming environment where children are respected and valued. We are alert to the signs of abuse and neglect and follow our procedures to ensure that children receive effective support, protection and justice. Child protection forms part of the Charity's safeguarding responsibilities.

This Policy was adopted by the Group Manager and a Member of the Management Committee on behalf of Constable Country Childcare and a copy is included in our Safeguarding File.

24. SAFETY incl. MANUAL HANDLING

The safety of young children is of paramount importance. In order to ensure the safety of both children and staff, the childcare provision will ensure that:

Children:

- All children are supervised by staff members at all times and will always be within sight of a member of staff.
- A form is available at each session for the reporting of any accident/incident and the parent of any child involved will be notified about any such accident/incident at an appropriate time.
- All staff members are aware of the system(s) in operation for children's arrivals and departures and member of staff will be available during these periods.
- Children will leave the group only with authorised adults.
- Whenever children are on the premises at least two members of staff are present.
- A register of children and staff is completed as people arrive so that a complete record of all those present is available in an emergency.
- Children do not have unsupervised access to kitchens, cookers or any cupboards storing hazardous materials, including matches.

Environment and equipment:

- Regular safety monitoring will include checking of the accident and incident record. The forms will be examined on a half-termly basis to highlight any recurring incidents and amend procedures accordingly.
- Safety checks on premises, both outdoors and indoors, are made before every session.
- The premises are checked before locking up at the end of the session.
- The layout and space ratios allow children and adults to move safely and freely between activities.
- Internal safety gates/barriers are used as necessary.
- Outdoor space is securely fenced.
- Equipment is checked regularly and any dangerous items repaired/discarded.
- Large equipment is erected with care and checked regularly.
- Activities such as cooking, woodwork and energetic play receive close and constant supervision.
- Equipment offered to children is developmentally appropriate, recognising that materials suitable for an older child may pose a risk to younger/less mature children.
- All dangerous materials, including medicines and cleaning materials, are stored out of reach of children.
- A correctly stocked first aid box is available at all times.

Staff/Adults in the setting:

- Adults do not walk about with hot drinks or place hot drinks within reach of children.
- Pregnant women are not asked to undertake any duty which may prove harmful to their condition.
- If a small group goes out, there will be sufficient adults to maintain appropriate ratios for staff and children remaining on the premises.
- There is no smoking anywhere within the building or curtilage.

Fire Safety:

- Fire doors are never obstructed.
- Gas heaters/electric heaters/electric points/wires and leads are adequately guarded.
- Fire drills are held at least twice a term. (see policy on Fire Safety No. 11)
- Fire extinguishers are checked annually and staff know how to use them.



Constable Country Childcare

Where every child is unique and special...

Ofsted
Outstanding
Provider

Ofsted
Good
Provider

- We will avoid the need for hazardous manual handling, so far as is reasonably practicable.
- We will reduce the risk of injury from hazardous manual handling, so far as is reasonably practicable.
- We will avoid picking up children unless absolutely necessary.

Employees will:

- Follow appropriate systems of work laid down for their safety;
- Make proper use of equipment provided for their safety;
- Co-operate with their employer on health and safety matters;
- Inform the employer if they identify hazardous handling activities;
- Take care to ensure that their activities do not put others at risk.

Our Health & Safety Officer will carry out a manual handling risk assessment. We also make a daily check. All staff will carry out a daily job risk assessment before starting a task.

We will carry out extra specific assessments for any staff or children who have a disability to comply with the requirement of the Disability Discrimination Act 1995, (in particular section 6), 2005.

Staff will have training in good handling techniques when they start and information will be available at all times. A Lifting Poster is displayed which should always be referred to.

25. SECURE STORAGE, HANDLING, USE, RETENTION & DISPOSAL OF DISCLOSURES AND DISCLOSURE INFORMATION

General principles:

As an organisation using the Disclosure Barring Service (DBS) to help assess the suitability of applicants for positions of trust, Constable Country Childcare complies fully with the DBS Code of Practice regarding the correct handling, use, storage, retention and disposal of Disclosures and Disclosure information. It also fully complies with its obligations under the Data Protection Act 1998 and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of Disclosure information and has a written policy on those matters, which is available to those who wish to see it on request.

Storage and Access:

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

Handling:

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

Usage:

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

Retention:

Once a recruitment (or other relevant) decision has been made, we do not keep Disclosure information for any longer than is necessary. This is generally for a period of up to six months, to allow for the consideration and resolution of any disputes or complaints. If, in very exceptional circumstances, it is considered necessary to keep Disclosure information for longer than six months, we will consult the DBS about this and will give full consideration to the data protection and human rights of the individual before doing so. Throughout this time, the usual conditions regarding safe storage and strictly controlled access will prevail.

Disposal:

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

26. SETTLING IN AND TRANSITION

We want children to feel safe and happy in the absence of their parents/carers, to recognise other adults as a source of authority, help and friendship and to be able to share with their parents/carers afterwards the new learning experiences enjoyed in the setting. It takes longer for some children to settle in than for others and parents/carers should not feel worried if their child takes a while to settle.

Children cannot play or learn successfully if they are anxious and unhappy. Our settling in procedures aim to help parents/carers to help their children to feel comfortable in the setting, to benefit from what it has to offer, and to be confident that their parents will return at the end of the session.

In order to accomplish this, we will:

- Encourage parents/carers to visit the childcare provision with their child/ren during the two weeks before the planned start date as follows:
 - Once the deposit has been received, the first session (free of charge), will last for 1 hour and parents/carers are invited to stay the whole hour to meet their child's key person and discuss the child's needs, medical requirements, likes/dislikes, favourite foods etc.
 - The second session (free of charge), to be held on a separate day, will be an opportunity for your child/ren to stay for 1 hour on their own.
 - A third, longer session (morning or afternoon 3-hour session which parents pay for) may then be offered to children who will be starting with longer days (i.e. 6 hours or longer). This will be discussed and confirmed with the Group Manager during the settling in process.
- Home visits can be arranged if the parent so wishes.
- Introduce flexible admission procedures, if appropriate, to meet the needs of individual families and children.
- Make clear to families from the outset that they will be supported in the childcare setting for as long as it takes to settle their child there.
- Reassure parents whose children seem to be taking a long time settling into the setting.

Key person system:

We operate a key person system, whereby each staff member has the day-to-day responsibility for a small group of children, ensuring they are settled, happy and that all their personal needs are met, i.e. toilet skills, dietary needs, etc.

What to wear:

In order to feel free to explore and experiment with all kinds of materials, including messy ones, it is best to send children dressed in clothes which are easily washable and not too new. It is good for children to practise the skills which will make them independent. Simple clothing which they can handle themselves will enable them to go to the toilet when they want to and to put on and take off their outdoor clothes without being too dependent on other people's help.

TRANSITIONS

- At St Michael's we regularly integrate sessions with Brooklands Young Explorers which makes transition from one setting to the other easier as the children are already familiar with the premises and staff.
- At Brooklands Young Explorers and Stutton Young Explorers, transition into school is helped by being on school premises. At both sites, we have regular use of the school field and attend school events and performances.
- At East Bergholt Young Explorers, during the Summer term, visits to East Bergholt Primary School and use of their facilities support children's transition effectively.
- All parents are supported by our staff and Reception teachers through the whole transition period to allay any fears they may have.
- We make sure parents are given as much information as possible regarding the transition into school.



- During the Summer term, visits from the Reception Class children, their Class Teacher and Teaching Assistant are welcomed across all settings.

27. STAFFING AND EMPLOYMENT

A high adult: child ratio is essential in providing good quality wraparound care.

In our nursery provision:

- The Charity adhere to ratio requirements as defined by Ofsted as a minimum and generally overstaff each setting.
- Staff meetings provide opportunities for staff to undertake curriculum planning and to discuss the children's progress and any difficulties.
- We work towards an equal opportunities employment policy, seeking to offer job opportunities equally to both women and men, with and without disabilities, from all religious, social, ethnic and cultural groups.
- We work towards offering equality of opportunity by using non-discriminatory procedures for staff recruitment and selection.
- All staff have job descriptions which set out their staff roles and responsibilities.
- All our staff hold qualifications that are appropriate for working in the childcare provision. The Group Manager holds a B.A.(Hons) in Early Learning and also has Early Years Professional Status. In each setting, all setting Managers hold at least a Level 3 qualification or above and we always adhere to the requirements of the EYFS Statutory Framework 2017.
- We use a key person approach to ensure that each child has a named member of staff with whom to form a relationship and who plans with parents for the child's well-being and development in the setting. The key person meets regularly with the family for discussion and consultation on their child's progress.
- We use Ofsted guidance on obtaining references and criminal record checks through the Criminal Records Bureau for staff and volunteers who will have substantial access to children.
- The work of our staff is regularly monitored.
- We are committed to recruiting, appointing and employing staff in accordance with all relevant legislation.

Employment of staff with spent criminal record

We will not employ anyone who had been convicted of a crime involving children. All other previous convictions would be referred to the committee for individual consideration.

Staff Appraisal and Training

- All staff will begin a programme of training and appraisal.
- We provide staff induction training in the first week of employment. This induction includes our Health & Safety Policy, Safeguarding Children and Equality of Opportunity policy. Other policies and procedures will be introduced within an induction plan.
- Constable Country Childcare includes an allocation in its budget towards training costs.
- We will support training with relief time to attend courses and financial assistance if required.
- We will maintain a record of up to date training and copies of certificates.
- The Group Manager will encourage all staff to undergo training in First Aid and Safeguarding Children, as well as curriculum development.

We will hold a staff appraisal review every year. A time will be allocated for each member of staff to meet with the Group Manager to discuss his or her career development. We will retain a record of the appraisal, and the staff member will also keep a copy. A period of appeal or discussion and review will be built into the appraisal.

Staff discount for childcare

Dependents of employees that are eligible to attend any of the Constable Country Childcare settings/sessions are welcomed and receive discounted fees (50%). Dependents will be cared for in a different setting to which their parent/carer usually works.

Non- working members of staff will receive a 25% discount.



Discount applies to fee's only, Food is fully chargeable. Constable Country Childcare also offer a 10% discount for close relatives of staff.

28. STUDENT PLACEMENT

We recognise that the quality and variety of work which goes on in a childcare provision makes it an ideal place for students on placement from school and college childcare courses. Students would be welcomed into the setting on the following conditions:

- We require students to meet the 'suitable' person requirements of Ofsted.
- We require schools placing students under the age of 17 years with the setting to vouch for their good character.
- We supervise students under the age of 17 years at all times and do not allow them to have unsupervised access to children.
- Students who are placed in our setting on a short-term basis are not counted in our staffing ratios.
- Trainee staff employed by the setting may be included in the ratios if they are deemed competent.
- We take out employers' liability insurance and public liability insurance, which covers both trainees and voluntary helpers.
- We co-operate with students' tutors in order to help students to fulfil the requirements of their course of study.
- We provide students, at the first session of their placement, with a short induction on how our setting is managed, how our sessions are organised and our policies and procedures.
- We communicate a positive message to students about the value of qualifications and training.
- We make the needs of the children paramount by not admitting students in numbers that hinder the essential work of the setting.
- We ensure that trainees and students placed with us are engaged in bona fide early years training, which provides the necessary background understanding of children's development and activities.
- Students required to conduct child studies will obtain written permission from the parents of the child to be studied.
- Any information gained by the students about the children, families or other adults in the setting must remain confidential.

29. SUN PROTECTION

The aim of this sun safety policy is to protect children and staff from skin damage by the effects of ultraviolet radiation from the sun.

The main elements of this policy are:

- Protection: providing an environment that enables pupils and staff to stay safe in the sun.
- Education: learning about sun safety to increase knowledge and influence behaviour.
- Partnership: working with parents/carers and the wider community to reinforce awareness about sun safety and promote a healthy Charity.

This Charity believes in Sun Safety

To ensure that children and staff are protected from skin damage caused by the harmful ultra- violet rays in sunlight.

As part of the Sun Safety policy, our Charity will;

- Educate children through the curriculum activities on how to protect their skin.
- Encourage parents to help their children chose to wear clothes to nursery that provide good sun protection.
- Hold outdoor activities in areas of shade wherever possible, and encourage children to be aware of shade and use this for lunch hours, sports and trips. Sunbathing is definitely discouraged.
- Work towards increasing the provision of adequate shade for everybody.
- Encourage staff and parents/carers to act as good role models by practicing sun safety.
- Remind children, staff and parents about sun safety through newsletters, posters, meetings, and activities for children.
- Make sure the sun safety policy is working. We will regularly monitor our curriculum, assess shade provision, and review the sun safety behaviour of everyone in the setting (use of hats, shade etc).

Suggestions to help cope with hot weather

- Children to wear hats when outside.
- Children and staff members should wear sun cream.
- Senior staff should make a judgment as to the temperature of the rooms and make alternative arrangements to access cooler areas where possible.
- Children should be encouraged to drink water and ensure there are regular times for them to do so.
- Where possible, all doors and windows should be opened to provide a through breeze.
- Children with Asthma, breathing difficulties or other relevant health conditions should avoid physical activities in extreme weather if advised by a medical professional.
- Parents/carers and children to be encouraged to follow similar concepts at home.
- Staff must also ensure they drink water regularly and take precautions against the high temperatures.

The role of Charity team members

- To provide sensitive suncream of SPF 50+ (where possible the Charity use Nivea Sensitive).
- Make time during the nursery day for the application of sun cream.
- Encourage parents to ensure that their children have appropriate cover up clothing such as hats and T shirts.
- Add the use of sun cream reminders to letters for outdoor trips and events.
- Send information on sun safety in Charity newsletters home to parents.
- Encourage staff to be role models for children.

The role of parents/carers

- Parents are asked to support and encourage children to be safe in the sun.
- To apply appropriate sunscreen prior to attending nursery. Further application of sunscreen at nursery will be after lunch.
- To provide appropriate sunscreen for their child to use themselves before playtimes and outings.

In rare cases, extreme heat can cause heatstroke

Symptoms to look out for are:

- Cramp in arms, legs or stomach, feeling of mild confusion or weakness.

If anyone has these symptoms, they should rest for several hours, keep cool and drink water or fruit juice.

If these symptoms get worse or don't go away medical advice should be sought. NHS Direct is available on 111.

If you an individual has become seriously ill, call an ambulance. While waiting for the ambulance:

- If possible, move the person somewhere cooler.
- Increase ventilation by opening windows or using a fan.
- Cool them down as quickly as possible by loosening their clothes, sprinkling them with cold water or wrapping them in a damp sheet.
- If they are conscious, give them water or fruit juice to drink.
- Do not give aspirin or paracetamol.



30. SUPPORTING BEHAVIOUR

We believe that children and adults flourish best in an ordered environment in which everyone knows what is expected of them and children are free to develop their play and learning without fear of being hurt or hindered by anyone else. We aim to work towards a situation in which children can develop self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

In order to achieve this:

- Rules governing the conduct of the group and the behaviour of the children will be discussed and agreed within the childcare provision and explained to all newcomers, both children and adults.
- All adults in the childcare provision will ensure that the rules are applied consistently, so that children have the security of knowing what to expect and can build up useful habits of behaviour.
- All adults will try to provide a positive model for the children with regard to friendliness, care and courtesy.
- Adults in the childcare provision will praise and endorse desirable behaviour such as kindness and willingness to share.
- We will take positive steps to avoid a situation in which children receive adult attention only in return for undesirable behaviour.
- We will work within the Children's Act 1989, 2004 and Equality Act 2010 guidelines on behaviour and sanctions.

When children behave in unacceptable ways:

- Physical punishment, such as smacking or shaking, will be neither used nor threatened.
- Children will never be sent out of the room by themselves.
- Techniques intended to single out and humiliate individual children such as the "naughty chair" will not be used.
- Children who misbehave will, as far as possible, be given one-to-one adult support in seeing what was wrong and working towards a better pattern.
- Where appropriate, this might be achieved by a period of "time out" with an adult.
- In cases of serious misbehaviour, such as racial or other abuse, the unacceptability of the behaviour and attitudes will be made clear immediately, but by means of explanations rather than personal blame.
- In any case of misbehaviour, it will always be made clear to the child or children in question that it is the behaviour and not the child that is unwelcome.
- Adults will not shout, or raise their voices in a threatening way.
- Adults in the childcare provision will make themselves aware of, and respect, a range of cultural expectations regarding interactions between people.
- Any behaviour problems will be handled in a developmentally appropriate fashion, respecting individual children's level of understanding and maturity. We aim to encourage good behaviour with positive reinforcement by using stickers etc.
- Recurring problems will be tackled by the whole childcare provision, in partnership with the child's parents, using objective observation records to establish an understanding of the cause.
- Observation records will be used to draw up a Behaviour Support Plan if deemed necessary. All staff will consistently adhere to the Behaviour Support Plan to support the child effectively.
- Adults will be aware that some kinds of behaviour may arise from a child's special needs
- Any significant incidents involving other children or adults will be recorded on an incident form which will remain confidential to staff and parents of the child involved.
- If behaviour results in injury to another child the incident will be recorded on an incident form, naming only the child injured.
- If the incident relates to biting, there will be an incident form filled in for each child and will be given to parents to sign without naming either child.
- If concerns persist the Manager should involve other agencies to support the child and parents/carers.
- Being fair, non-judgemental and consistent when speaking to parents/carers about their child's behaviour.

- We hope parents will feel able to inform us of any relevant changes which may affect their child's behaviour eg. New baby, moving house, bereavement, divorce, separation or hospitalisation. This will remain confidential information on a need to know basis but will allow us to support your child.

31. VISITS AND OUTINGS

Constable Country Childcare believes that visits and outings play an important and enriching role in the programme of activities that we provide for children.

During visits and outings, the safety of children remains paramount.

We will take a register, mobile phone, children's contact details and portable first aid kit whenever we leave the premises.

Planning visits and outings

- Prior to a visit or outing, if logistically possible, a member of staff will carry out an exploratory visit of the proposed destination so as to pre-empt any potential difficulties.
- The Group Manager will ensure that a thorough risk assessment has been carried out prior to the proposed visit or outing. This will include consideration of the journey and any transportation involved. If a prior visit is not possible, the Group Manager will write to the venue requesting all relevant information and a risk assessment statement where available.
- We will make every effort to involve children in the planning of a visit or outing. Staff will explain to children the aims and objectives of the event, along with what is expected of them in terms of behaviour and contribution.
- Children will be talked through any potential safety hazards and told to remain with staff or parents at all times. Staff will explain to children what to do in an emergency.
- Parents are given our mobile number so they can contact staff at any time.

Parental consent

- We will ask all parents to complete a form enabling us to take the children out for short walks during normal nursery sessions.
- If we are planning longer trips we will send a letter with details. These outings will require parents to accompany their children. We will not take unaccompanied children unless we have separate written permission.
- Staff are only able to transport children in their cars if they have special insurance, a current clean driving license, written permission and appropriate car seats.

32. MOBILE PHONE/SOCIAL NETWORKING

We accept that staff, parents/carers, volunteers and visitors will bring mobile phones to our setting. However, in line with safeguarding best practice the following procedures will apply.

- Staff, parents/carers, volunteers and visitors are not permitted to use any recording equipment on their personal mobile phones. This includes performances, trips and any off-site activities without prior permission from Management.
- Staff are not permitted to use personal mobile phones to make or receive calls or texts during working hours. Staff will be able to give out the setting's landline or mobile phone number so that they can be contactable in an emergency.
- Staff will be asked to leave their personal mobile phones in a secure area for safekeeping. Parents/Carers, Volunteers and Visitors may also be politely asked to leave their personal mobile phones away from the play area.
- Staff are not allowed to talk to or be friends with parents/carers on any social networking site, i.e. Facebook, Twitter etc. to reduce the risk of confidential information being leaked. Even if they were friends before the child attended nursery.
- If a member of staff has a specific need to keep their phone with them on a particular occasion, prior permission must be sought from the Group Manager.
- We recognise that some visitors may need to keep their mobile phones with them. In all circumstances, visitors will not be left unsupervised with children.
- In the event of the setting not having access to a landline, a mobile phone may be a necessity, however this mobile phone will not have a camera facility, and if it does the facility will be disabled.
- The camera setting on any mobile phone on the premises **MUST NOT BE USED**.
- For observation purposes only staff have access to cameras on the tablets within each setting. Once a photo has been added to the observation on Tapestry, it will be deleted.
- Cameras on I Phone watches and/or similar devices must be switched off.
- Staff are not permitted to have smart watches.

33. NO SMOKING

We comply with health and safety regulations and the Welfare Requirements of the EYFS in making our setting a no-smoking environment - both indoor and outdoor.

Procedures:

- All staff, parents and volunteers are made aware of our no-smoking policy.
- We display no-smoking signs.
- The no-smoking policy is stated in our information brochure for parents.
- We actively encourage no-smoking by having information for parents and staff about where to get help to stop smoking if they are seeking this information.
- Staff who smoke do not do so during working hours, unless on a break and off the premises.
- Staff who smoke during their break make every effort to reduce the effect of the odour and lingering effects of passive smoking for children and colleagues. This is helped by staff covering uniforms at this time.

Legal Framework:

The Smoke-free (Premises and Enforcement) Regulations 2006
www.opsi.gov.uk/si/si2006/20063368.htm

The Smoke-free (Signs) Regulations 2007
www.opsi.gov.uk/si/si2007/20070923.htm

34. DATA PROTECTION POLICY

In accordance with the Data Protection Act 1998, we are obliged to hold personal records which we ensure comply with the eight enforceable principles as follows:

- **Fairly and lawfully processed**

The information we keep on children protects their safety.

- **Processed for a limited purpose**

We hold information, i.e. emergency contacts, health needs and record of progress.

- **Adequate, relevant and not excessive**

We only hold as much information as is necessary.

- **Accurate**

All our recordings are precise and objective.

- **Not kept longer than necessary**

Information is kept as long as is legally required unless required for insurance purposes.

Information relating to Safeguarding will be passed on to the Head Teacher or to the Manager of another childcare setting when the child leaves our childcare provision.

- **Processed in accordance with the subject's data rights**

All information is treated with confidentiality to ensure that only relevant people have access to information and where information is shared that the relevant permissions are gained either by the Group Manager or those responsible, i.e. Social Care Services or the Police in the case of allegations of abuse or neglect.

- **Secure**

All information is kept in a secure locked cupboard and is only accessible to specific staff and those to whom it pertains.

- **Not transferable to countries without adequate protection**

We will not send information abroad unless it is safe to do so with adequate permissions.

Informed Consent

If we wish to share information about children or young people in our care we must ensure we have the informed consent of someone with parental responsibility. In order to comply with the Data Protection Act we have to ensure we have explained the following:

- The purpose of the information
- How the information will be shared
- Who the information will be shared with
- How the information will be stored and for how long

Sharing information without Consent

The setting may share information without consent when:

- The child or young person is at risk of significant harm (abuse/neglect)
- The child or young person is at risk of harming themselves or someone else
- The child or young person needs urgent medical treatment
- Information is required by the court as part of a legal proceeding
- Information is requested by the police if investigating a serious crime
- Sharing information is required to undertake a statutory function e.g. Social Care Services
- The disclosure prevents the child or young person from committing a criminal offence that could place others in jeopardy or place the practitioner at risk of collusion.

35. LATE AND NON-PAYERS OF SESSIONAL FEES

1. Billing for sessional fees will be produced at the beginning of each half term, and provided to parents during the first week of term
2. It will be assumed that in the absence of any specially agreed payment terms that sessional fee invoices will be paid within 2 weeks.
3. Parents will be charged for sessions booked regardless of absences or holidays (if on a term time contract).
4. Six weeks' notice will be required before sessions can be cancelled, during which notice period sessional fees are payable.
5. Parents experiencing difficulty will be encouraged to discuss the situation with the Group Manager or Deputy Group Manager, and will be offered monthly or weekly payment terms to help with affordability, although it will be expected that ordinarily, in the absence of specially agreed payment terms, sessional fees will be payable at the beginning of each half term in accordance with 2 above
6. Having agreed specific payment terms with the Group Manager or Deputy Group Manager, if payments then fall into arrears, follow up reminders, both verbal and written will be provided to parents on a regular basis with written reminders at least monthly.
7. In the event that payment of session fees falls more than half a term into arrears, the Management Committee will seek payment in full for the whole term, with the sanction of exclusion, in the event that funds are still withheld.
8. Parents may be informed that children will not be allowed to attend sessions for a new term if sessional fees remain outstanding for sessions in any prior term, unless just using funding.
9. In the event that a family should be experiencing genuine hardship we encourage them to approach a senior member of staff to discuss the possible waiver of snack charges.

36. CHILDREN UP TO THE AGE OF 2 YEARS

Settling in

Parents will stay with their children until the individual child is confident enough to stay on their own. Parents can reduce the time they stay with their child gradually and can spend some time in the other room. Your child will decide when the time has come for her/him to be left on her/his own. [See Settling-in Policy No. 26]

Nappy changing

There are sufficient nappy changing units and warm water for washing available in each setting. *Parents are expected to provide spare nappies and clothes for their child.* The setting will however hold an adequate supply of nappies and clothes as spares.

Staffing

A key person will be available to look after between 3 and 4 children each session. They will be responsible for your child's care. Other members of staff will also be available to help but the key person has the primary responsibility.

Equipment

Equipment will be monitored to ensure that it is appropriate for your child's age and ability.

Safety

Equipment that is inappropriate for your child will be kept in a separate room/area for the use of older children. The supervision of the trained adults will protect younger children from it. [See Safety Policy No. 24]

Organisation of Session

Settling in

Age-appropriate stories and craft activities, surrounded by free play indoors and outdoors

Songs and refreshments

Circle games and music and movement

Session ends with story-time

Admission Criteria

Children are admitted from the age of 6 months.

Parents should also study the other Policies of the group.

37. ICT

ICT impacts upon all areas of children's learning and development. The current generation of young children are living in a fast evolving world, rich in media resources and a wide range of technologies.

ICT provision is defined as:

- Battery operated toys and equipment - safety checked and appropriate for the age range of children accessing them
- Camera enabled devices - only accessed by the children under supervision and no photos are stored on setting devices
- CD/Radio players
- Computer devices that can access any form of internet, such as mobile phones, laptops and tablets
- Computer games
- Internet - website use has restricted access and strong firewalls

We aim to promote children's use of ICT as a tool for learning, developing the necessary skills to achieve this and the children's understanding of its everyday use.

To achieve this, we will aim to:

- Use ICT appropriately throughout the setting
- Enable and encourage children to investigate and identify the technology that surrounds them in their everyday lives
- Enable and encourage children to use a range of ICT equipment such as computers and programmable toys to support their learning and communication
- Integrate technology into role play to reflect the world around us
- Use ICT to support all curricular areas
- Encourage children to work co-operatively, sharing knowledge, skills and enjoyment, and to communicate with each other
- Provide children with a wide range of familiar resources which are intuitive and accessible to develop their technological understanding
- Encourage children to independently and confidently access resources, computers and programmable toys to support and enhance their learning and play
- Help staff to increase their confidence and enthusiasm in their own use of ICT in order to be able to adequately support children's learning
- Ensure only trusted and appropriate internet sites are visited and that children are always supervised when using the computer
- At no point will children have free access to the internet and any internet enabled devices within the children's access will have security features which block children from accessing the internet unless supervised

E-safety

In line with our Safeguarding Policy adults have a duty to protect children whilst using the internet. To achieve this Constable Country Childcare has the following arrangements in place:

All staff receive e-safety training

Children only use the internet under adult supervision and use sites that staff have deemed as age and stage appropriate (i.e. C Beebies)

Social sites are not permitted to be used within the setting by staff or children

Sites such as YouTube may occasionally be used by staff to demonstrate something to the children. Children will NOT have access to such sites.

Webcams on equipment are kept covered at all times.

Pictures, photographs or details of children will never be used on the internet unless for purposes of the setting's website and this will only be done with the express written permission of the parent or carer.

Breakfast Club, S'Cool Club, Owls Club and Holiday Club

The same restrictions will apply to children attending any of our wrap around care clubs.

In addition:

- All devices will be checked for appropriate content
- All age certificates will be adhered to
- Age ratings on all computer and computer console games will be adhered to. Children will only be allowed to use them if all of the children in the room's attendance are within the age certificate
- If children, parents or carers attempt to bring in any inappropriate material it will be removed from the reach of children and returned to parents/carers on collection
- At no point will children have free access to the internet
- Any internet enabled devices within the children's access will have security features which block children from accessing the internet unless supervised
- When accessing the internet appropriate restrictions are in place to block any inappropriate content
- Children do not have access to social networking sites even with adult supervision

38. ATTENDANCE POLICY

At Constable Country Childcare, we aim to give every child the best start in education and to do this we aim to encourage children to attend regularly and punctually.

At a young age continuity and consistency are important contributors to a child's well-being and progress.

We also believe that regular attendance at nursery can set good practice for statutory school.

It is our belief that children learn best by consistent care. Attendance plays an important part in this. A child needs to attend regularly to gain a full understanding to what is being taught.

Good attendance sets good boundaries for the future.

Our aim is:

- To create a culture in which good attendance is 'normality' and valued
- To value the individual and be socially and educationally inclusive
- To be consistent in implementation of our policies and procedures

All parents are made aware of the importance of regular attendance prior to entry and of the importance of collecting children on time. Our Non-Collection of Children/Changes in Collection Arrangements policy outlines our practice if a child is not collected.

Keyworkers will monitor the attendance and punctuality of their key children and inform the Manager if they have concerns about a child's attendance.

We understand that on occasions children may be too ill to attend nursery and it is the parent's responsibility to contact the Manager by telephone on the first day of absence so that the child's absence can be noted.

Please also see our Policy for Illness whilst at Constable Country Childcare.

39. NON-ATTENDANCE POLICY

At Constable Country Childcare, we aim to give every child the best start in education and to do this we aim to encourage children to attend regularly and punctually.

Keypersons will monitor the attendance and punctuality of their key children and inform the Manager if they have concerns about a child's attendance.

We understand that there are often good reasons why a child is absent from nursery and this policy sets out the procedures to be followed in the event that a child is absent.

- If you are planning holidays during term time you must let us know in advance so that we can record this on our register.
- If your child is sick or cannot attend for some reason you must contact the Manager by telephone on the first day of absence so that the child's absence can be noted.
- If we have not heard from you by 10.00am, in some circumstances will call you to establish why your child is absent.
- In some circumstances, if we cannot make contact with a parent/carer we will use all the contact details and emergency contacts you have given us to try to establish why your child is absent.
- If we are concerned about the welfare of a child we reserve the right to contact social services.
- In some situations we would notify Suffolk County Council where children in receipt of Early Years Free Entitlement are absent for more than two consecutive weeks and will inform his/her parents that we are doing this.
- We are aware that we can claim for a child who we know will be absent for more than two consecutive weeks only if the parent has given us a date when the child will return to the setting.
- We are aware that if a child is registered to attend the setting on certain days, but is regularly absent, we will be asked to demonstrate to an auditor the reasons that we have claimed EYFE for that child for those days.
- If a child on the register fails to turn up for after school club we would contact the class teacher in the first instance to find out whether he/she was in school that day. We would then contact the parents/carers to see if there was a reason for non-attendance.

We would remind parents that all fees remain payable during times of absence.

40. STAFF TRAINING POLICY

Staff Training - (Raising the Bar)

The Trustees and the Management Committee take the subject of staff training and ongoing Continuing Professional Development very seriously. The Charity's adopted policy on Training reinforces this, and in order to assure quality of service provision and to enable us to compete with other providers locally, the highest priority is given to the subject of staff development and training.

The Charity's declared policy is that, within a realistic time span, we aspire to attain a position where all Setting Managers are qualified to a minimum of NVQ Level 5, and the Charity will support this by making budgetary provision available to assist staff to aspire to improve their qualifications. The Charity's approved (progressive) staff pay scales are also designed to reward staff achieving higher levels of qualification. It is believed that all of these policy provisions will thereby facilitate the achievement of our mission to provide and maintain excellence in our childcare settings.

The Charity's target for the various levels of qualifications for our staffing structure is as follows:

<u>Job Role:</u>	<u>Target qualification level</u>
Nursery Assistants	NVQ 3
Supervisors	NVQ 3/4
Deputy Setting Managers	NVQ 4/5
Setting Managers	NVQ 5/6/7

It has been agreed that up to 50% of training for NVQ Level 3 to Degree level and above will be funded by Constable Country Childcare if learner loans or an apprenticeship are not applicable.

41.1 CCTV – St. Michael's

Constable Country Childcare has in place a CCTV surveillance system. Images are monitored and recorded and will be used in strict accordance with this policy. The CCTV belongs to Constable Country Childcare and is used to monitor the safety of the children within the setting. The Group Manager is responsible for the maintenance and stored images. Images are kept for a maximum of 30 days before automatically recording over previous images.

The CCTV System

The system comprises: 5 Fixed position cameras, 2 monitors, 1 digital recorder and public information signs. Cameras are located at strategic points capturing; the main room for over 2's and kitchen, the main under 2's area, the main garden area and the smaller room for rising 2's. No camera will be hidden from view. Signs will be prominently placed at the entrance to the building and wherever necessary. This is to inform staff, parents/carers, visitors and members of the public that CCTV is in operation.

Purpose of the System

The system will primarily be used for the following:

- Assist to prevent and detect any crime within or around the premises
- Evidence of any serious incidents concerning children, staff, parents/carers, visitors and members of the public.
- Ensure the safety and well-being of the children within the setting

The system will NOT be used for the following:

- To provide any images for the world-wide-web
- To hand any images to a third party, other than the police or officials if deemed necessary, within the compliance of the Data Protection Act 1998.

The system monitor is kept within the office of the building, out of site from outside the setting. CCTV will be recording 24 hours a day, seven days a week throughout the whole year. It is recognised that images are sensitive material and subject to the provisions of the Data Protection Act 1998.

Access to Images

Access to any images will be restricted to the Group Manager. Disclosure of recorded material will only be made to third parties in strict accordance with the purposes of the system and is limited to the following authorities:

- Prosecution agencies
- People whose images have been recorded and retained unless disclosure to the individual would prejudice criminal enquiries or criminal proceedings
- Emergency services in connection with the investigation of an accident

Access to images by staff, parents/carers or visitors

CCTV digital images, if they show a recognisable person, are Personal Data and are covered by the Data Protection Act. Anyone who believes that they have been filmed by CCTV is entitled to ask for a copy of the data, subject to the prohibitions on access also covered by the Data Protection Act. They do not have the right of instant access; they must abide by the Data Protection procedures. A person whose image has been recorded and retained and who wishes access to the data must apply in writing to the Group Manager. The Group Manager will then arrange for viewing of the images and subsequent discussion of content. The Data Protection Act gives the Group Manager the right to refuse a request for a copy of the data particularly where such access could prejudice the prevention or detection of crime or the apprehension or prosecution of offenders. If it is decided that a data subject access request is not to be complied with, the reasons will be fully documented and the data subject informed, whenever possible in writing, stating the reasons.



Data Protection Act 1998 CCTV digital images, if they show a recognisable person, are Personal Data and are covered by the Data Protection Act.

41.2 CCTV – Stutton Young Explorers

Constable Country Childcare has in place a CCTV surveillance system. Images are monitored and recorded and will be used in strict accordance with this policy. The CCTV belongs to Constable Country Childcare and is used to monitor the safety of the children within the setting. The Group Manager is responsible for the maintenance and stored images. Images are kept for a maximum of 30 days before automatically recording over previous images.

The CCTV System

The system comprises: 4 Fixed position cameras, 1 monitors, 1 digital recorders and public information signs. Cameras are located at strategic points capturing: the main room, cloakroom area, the main garden area and the smaller room. No camera will be hidden from view. Signs will be prominently placed at the entrance to the building and wherever necessary. This is to inform staff, parents/carers, visitors and members of the public that CCTV is in operation.

Purpose of the System

The system will primarily be used for the following:

- Assist to prevent and detect any crime within or around the premises
- Evidence of any serious incidents concerning children, staff, parents/carers, visitors and members of the public.
- Ensure the safety and well-being of the children within the setting

The system will NOT be used for the following:

- To provide any images for the world-wide-web
- To hand any images to a third party, other than the police or officials if deemed necessary, within the compliance of the Data Protection Act 1998.

The system monitor is kept within the office of the building, out of site from outside the setting. CCTV will be recording 24 hours a day, seven days a week throughout the whole year. It is recognised that images are sensitive material and subject to the provisions of the Data Protection Act 1998.

Access to Images

Access to any images will be restricted to the Group Manager. Disclosure of recorded material will only be made to third parties in strict accordance with the purposes of the system and is limited to the following authorities:

- Prosecution agencies
- People whose images have been recorded and retained unless disclosure to the individual would prejudice criminal enquiries or criminal proceedings
- Emergency services in connection with the investigation of an accident

Access to images by staff, parents/carers or visitors

CCTV digital images, if they show a recognisable person, are Personal Data and are covered by the Data Protection Act. Anyone who believes that they have been filmed by CCTV is entitled to ask for a copy of the data, subject to the prohibitions on access also covered by the Data Protection Act. They do not have the right of instant access; they must abide by the Data Protection procedures. A person whose image has been recorded and retained and who wishes access to the data must apply in writing to the Group Manager. The Group Manager will then arrange for viewing of the images and subsequent discussion of content. The Data Protection Act gives the Group Manager the right to refuse a request for a copy of the data particularly where such access could prejudice the prevention or detection of crime or the apprehension or prosecution of offenders. If it is decided that a data subject access request is not to be complied with, the reasons will be fully documented and the data subject informed, whenever possible in writing, stating the reasons.



Data Protection Act 1998

CCTV digital images, if they show a recognisable person, are Personal Data and are covered by the Data Protection Act.

41.3 CCTV – Brooklands Young Explorers

Constable Country Childcare has in place a CCTV surveillance system. Images are monitored and recorded and will be used in strict accordance with this policy. The CCTV belongs to Constable Country Childcare and is used to monitor the safety of the children within the setting. The Group Manager is responsible for the maintenance and stored images. Images are kept for a maximum of 30 days before automatically recording over previous images.

The CCTV System

The system comprises: 12 Fixed position cameras, 1 monitors, 1 digital recorders and public information signs. Cameras are located at strategic points capturing: Woodland Room, Jungle Room, the reception/entrance hall, cloakroom area, the main garden area and the front of the premises (drive and both main entrance doors). No camera will be hidden from view. Signs will be prominently placed at the entrance to the building and wherever necessary. This is to inform staff, parents/carers, visitors and members of the public that CCTV is in operation.

Purpose of the System

The system will primarily be used for the following:

- Assist to prevent and detect any crime within or around the premises
- Evidence of any serious incidents concerning children, staff, parents/carers, visitors and members of the public.
- Ensure the safety and well-being of the children within the setting

The system will NOT be used for the following:

- To provide any images for the world-wide-web
- To hand any images to a third party, other than the police or officials if deemed necessary, within the compliance of the Data Protection Act 1998.

The system monitor is kept within the office of the building, out of site from outside the setting. CCTV will be recording 24 hours a day, seven days a week throughout the whole year. It is recognised that images are sensitive material and subject to the provisions of the Data Protection Act 1998.

Access to Images

Access to any images will be restricted to the Group Manager. Disclosure of recorded material will only be made to third parties in strict accordance with the purposes of the system and is limited to the following authorities:

- Prosecution agencies
- People whose images have been recorded and retained unless disclosure to the individual would prejudice criminal enquiries or criminal proceedings
- Emergency services in connection with the investigation of an accident

Access to images by staff, parents/carers or visitors

CCTV digital images, if they show a recognisable person, are Personal Data and are covered by the Data Protection Act. Anyone who believes that they have been filmed by CCTV is entitled to ask for a copy of the data, subject to the prohibitions on access also covered by the Data Protection Act. They do not have the right of instant access; they must abide by the Data Protection procedures. A person whose image has been recorded and retained and who wishes access to the data must apply in writing to the Group Manager. The Group Manager will then arrange for viewing of the images and subsequent discussion of content. The Data Protection Act gives the Group Manager the right to refuse a request for a copy of the data particularly where such access could prejudice the prevention or detection of crime or the apprehension or prosecution of offenders. If it is decided that a data subject access request is not to be complied with, the reasons will be fully documented and the data subject informed, whenever possible in writing, stating the reasons.



Data Protection Act 1998

CCTV digital images, if they show a recognisable person, are Personal Data and are covered by the Data Protection Act.

41.4 CCTV – East Bergholt Young Explorers

Constable Country Childcare has in place a CCTV surveillance system. Images are monitored and recorded and will be used in strict accordance with this policy. The CCTV belongs to Constable Country Childcare and is used to monitor the safety of the children within the setting. The Group Manager is responsible for the maintenance and stored images. Images are kept for a maximum of 30 days before automatically recording over previous images.

The CCTV System

The system comprises: 12 Fixed position cameras, 2 monitors, 1 digital recorder and public information signs. Cameras are located at strategic points capturing: Super Explorers, Baby Explorers, Budding Explorers, the garden at the front of the building outside Budding Explorers and the large garden at the back of the building which Super Explorers, Baby Explorers and Budding Explorers open onto. No camera will be hidden from view. Signs will be prominently placed at the entrance to the building and wherever necessary. This is to inform staff, parents/carers, visitors and members of the public that CCTV is in operation.

Purpose of the System

The system will primarily be used for the following:

- Assist to prevent and detect any crime within or around the premises
- Evidence of any serious incidents concerning children, staff, parents/carers, visitors and members of the public.
- Ensure the safety and well-being of the children within the setting

The system will NOT be used for the following:

- To provide any images for the world-wide-web
- To hand any images to a third party, other than the police or officials if deemed necessary, within the compliance of the Data Protection Act 1998.

The system monitor is kept within the office of the building, out of site from outside the setting. CCTV will be recording 24 hours a day, seven days a week throughout the whole year. It is recognised that images are sensitive material and subject to the provisions of the Data Protection Act 1998.

Access to Images

Access to any images will be restricted to the Group Manager. Disclosure of recorded material will only be made to third parties in strict accordance with the purposes of the system and is limited to the following authorities:

- Prosecution agencies
- People whose images have been recorded and retained unless disclosure to the individual would prejudice criminal enquiries or criminal proceedings
- Emergency services in connection with the investigation of an accident

Access to images by staff, parents/carers or visitors

CCTV digital images, if they show a recognisable person, are Personal Data and are covered by the Data Protection Act. Anyone who believes that they have been filmed by CCTV is entitled to ask for a copy of the data, subject to the prohibitions on access also covered by the Data Protection Act. They do not have the right of instant access; they must abide by the Data Protection procedures. A person whose image has been recorded and retained and who wishes access to the data must apply in writing to the Group Manager. The Group Manager will then arrange for viewing of the images and subsequent discussion of content. The Data Protection Act gives the Group Manager the right to refuse a request for a copy of the data particularly where such access could prejudice the prevention or detection of crime or the apprehension or prosecution of



offenders. If it is decided that a data subject access request is not to be complied with, the reasons will be fully documented and the data subject informed, whenever possible in writing, stating the reasons.

Data Protection Act 1998

CCTV digital images, if they show a recognisable person, are Personal Data and are covered by the Data Protection Act.

42- Emergency Lockdown Procedure

Constable Country Childcare recognises the potentially serious risks to children, staff and visitors in emergency or harmful situations. A lockdown may take place where there is a perceived risk of threat to the pre-school, its staff, children, visitors or property.

Where possible CCC will act to ensure the safety of all personnel and children in the following situations:

- In the event that unauthorised persons (considered dangerous) are on the grounds.
- In instances including domestic breakdowns where estranged parties are attempting to abduct children.
- In instances where personnel, students, volunteers or staff from within the setting become a threat to the wellbeing of others.
- In emergency situations within the environs within the setting where there is a potential risk from fumes or poisonous spills.

Lockdown procedures will be practiced from time to time across all settings with the Group Manager and staff to familiarise them with the procedure.

Procedure

CCC operates the 'close' procedure;

Close all windows

Lock up

Out of sight and minimise movement

Stay silent and avoid drawing attention

Endure. Be aware that you may be in lockdown for some time.

A lockdown procedure will be initiated by a member of staff blowing the whistle (3 times in short succession) to gather all the children together and take them inside the building to the designated safe area as quickly as possible. The setting Manager or Deputy will immediately call 999 and then the Group Manager (in the Group Manager's absence the Deputy Group Manager and then Chairperson).

In the setting:

Upon hearing the lockdown signal these steps will be followed;

1. Staff to secure all windows and doors
2. Staff to close blinds
3. Instruct children to sit in the designated safe area and remain calm
4. If anyone is outside, call them in
5. Collect medical box, register and mobile phone
6. Do headcount immediately and register
7. Supervise, ensure everyone is sitting quietly, remaining calm and out of sight
8. No one is allowed out of the safe area during lockdown
9. Remain in lockdown until the all-clear has been given by the emergency services

If the manager deems it would be too dangerous to use the 'close' procedure the option of leaving building via the rear exit and taking the children to the 'designated' safe place outdoors will be actioned. The above steps will still be used in the outdoor environment.

At no time will a staff member attempt to physically remove an unwanted visitor.

Staff will follow the directives of police.



We ask all parents and carers to refrain from telephoning the setting in order that communication lines remain clear for emergency services. We will endeavour to keep parents updated on the situation via any method of communication that may be available.

Once the danger has passed

When we are completely sure that the danger is over we will leave our safe place, and continue our activities as far as possible.

The Group Manager will email the parents/carers to inform them of the incident. Records will be made of the event and actions taken will be recorded in our incident book. Ofsted and Early years will be informed within 24 hours of the incident occurring.

43- Visitors Policy

Statement of Intent

This policy is designed to outline the Constable Country Childcare's procedures regarding visitors to our settings.

This policy will enable the charity to:

- *Safeguard and protect the welfare of staff members, children and families.*
- *Prevent unnecessary disruption to the provision of care and other educational activities.*
- *Protect our settings, including grounds and facilities, from vandalism and misuse.*
- *Engage with the community and outside educational influences in a structured and productive manner.*
- *Ensure the settings remain COVID Safe.*

Legal framework

This policy has due regard to all relevant legislation, including, but not limited to, the following:

- The Health and Safety at Work etc. Act 1974
- DfE (2020) 'Keeping children safe in education'
- The Childcare Act 2006

Authorisation

Visitors who would like to visit the setting but are not in contact with a member of staff regarding this, will arrange their visit through the group manager, who can be contacted on 07561 504913.

The setting will record the date and time of the proposed visit, reason for the visit, name of the visitor(s), and the name of the organisation they belong to where applicable.

Practitioners, or any other staff members, arranging visitors to the setting for educational purposes will collate all the above required information and pass this on to the group manager for authorisation.

Visitors who arrive at the setting without a prior appointment may be permitted to meet with the group manager or other practitioners. However, the visitor will not be allowed into the setting without supervision.

Safeguarding

The charity is committed to promoting the safety of all children, staff and families; this may require visitors to undertake a DBS check depending on the purpose of their visit (see below).

A visitor will require a DBS check if they work in 'regulated activity'. Regulated activity is defined as:

- Regular caring for or supervising of children if the individual is unsupervised.
- Regularly providing advice or guidance on physical, emotional or educational wellbeing.
- Regularly driving a vehicle only for children.
- Regular work for a limited range of establishments (known as 'specified places') with the opportunity for contact with children.
- All relevant personal care, including helping a child with eating and drinking for reasons of illness or disability or in connection with toileting, washing, bathing and dressing for reasons of age, illness or disability.
- All health care for children provided by, or under the direction or supervision of, a regulated health care professional.

The group manager (DSL) will be responsible for determining whether DBS checks need to be carried out and ensuring that they are undertaken, where required.

Under no circumstance will a visitor who has not undergone a DBS check be left unsupervised with children.

Appendix 1

Visitors to the Settings During the Coronavirus (COVID-19) Pandemic

Statement of intent

Constable Country Childcare is committed to ensuring the health and safety and wellbeing of all of our staff members, children, families and visitors during the current pandemic. To fulfil our day-to-day roles, visitors need to attend the setting, e.g. to deliver supplies, which is why we have implemented the temporary practices and procedures outlined in this appendix.

Legal framework

This appendix has due regard to all relevant legislation and statutory guidance including, but not limited to, the following:

- DfE (2020) 'Coronavirus (COVID-19): implementing protective measures in education and childcare settings'
- DfE (2020) 'Keeping children safe in education'

Before visiting the setting:

Where possible, visitors will be kept to a minimum to mitigate the risk of coronavirus spreading.

To mitigate mixing and visitors spending longer periods at the setting, all deliveries will be left or received outside the main entrance.

Where possible, people will give the setting a minimum of 2 days' notice of their visit through contacting the group manager

When requesting a visit, the visitor will be asked to provide key information which will be recorded in the visitor's folder:

- *Name*
- *Contact number*
- *Date and time of visit*
- *Length of visit*
- *The purpose of the visit*
- *Any other relevant information*

For testing and tracing purposes, all visitors will be required to give their names and a contact number before visiting.

Anyone who does not want to submit their details or outline a reason for visiting will be denied access.

The group manager will review all visitation requests and reserves the right to reject requests if there is no legitimate reason.

Official bodies, e.g. Ofsted and the police, will not have to request a visit to the settings; however, they will be required to submit their contact details for testing and tracing purposes.

Once visitation requests are authorised, visitors will be sent appropriate Risk Assessments understand the measures in place to protect themselves, staff members and pupils.

On arrival, visitors will be asked to sign a form declaring that, to their knowledge, they are in good health and that they have not been exposed to coronavirus, and to acknowledge that they have read and will adhere to the policies above.

If the visitor discloses that they have been exposed to, or are suffering from the symptoms of, coronavirus they will be asked to leave immediately and the visit will be rearranged for a later date once the visitor has self-isolated.

Infection control

Visitors will not enter the site if they are displaying symptoms of Covid-19.

Posters will be displayed around the setting to remind visitors to practice good hand and respiratory hygiene.



Where required or appropriate, visitors will be designated their own toilets, washing areas and rest areas to minimise social mixing – these areas will be disinfected before and after use.

All toilets, infection control areas and areas designated for visitor use will have adequate amounts of soap, alcohol-based hand sanitiser, tissues and litter bins.

In the event there are multiple groups of visitors in the setting at the same time, visitors will ensure social distancing is adhered to. Where possible, the setting will ensure all parties can remain separate and properly adhere to infection control measures.

Visitors who become unwell with coronavirus symptoms will be sent home immediately.

In the event a visitor who is displaying symptoms cannot go home immediately, they will be asked to self-isolate in a designated area, and will go home as soon as possible. Areas that have been occupied by symptomatic visitors, including toilets, will be cleaned and disinfected as soon as possible.

Visitors who have delivered close contact care to children showing symptoms of coronavirus will be encouraged to get tested.

Once tested, the visitor will notify the setting of their results for the purposes of testing and tracing procedures.

Social distancing

Visitors will be expected and reminded to adhere to social distancing procedures.

Where possible, contact time between visitors and practitioners/children will be kept to a minimum.

Upon arrival, the visitor will be asked to wear a face mask and or face visor. Where necessary, visitors will be given appropriate PPE to wear, e.g. gloves and a face mask.

Where possible, meetings will be undertaken remotely to minimise the number of visitors.

Monitoring and review

This appendix will be reviewed by the group manager in response to any new government advice.

Updates to this policy will be communicated to all staff members by the setting.

Once the setting resumes regular activity, and if deemed appropriate by the group manager, all sections within this appendix will expire.

44- Outdoor Learning Policy

We value outdoor play as an intrinsic part of the curriculum. By ensuring outdoor play is an integral part of the nursery routine we consciously seek to transmit a positive attitude to the outdoors and enrich the child's understanding of the world around him/her.

Active learning experiences outdoors are essential for young children. They provide children with opportunities to practice their developing skills, make them feel good and to explore their world. It is also important for children's physical, mental and emotional development. We believe that children should begin to take risks and face challenges outdoors. The Early Years Foundation Stage (EYFS) fully supports playing outdoors

To enable children to use the outdoor area as a context for learning throughout the year. We aim to provide a safe, stimulating outdoor environment where space is used effectively to enable children to explore a broad and balanced curriculum using a range of interesting resources suitable to their individual needs. The outdoor area will be resourced and available for the children to access on a daily basis. Children will be able to choose to use the outdoor area freely during Freeplay and focus activities may be planned for outdoors at a fixed time of the day.

Children will need to have appropriate outdoor clothing for the weather in order to enable them to fully access the activities outside. This will include, but are not restricted to:

- Waterproof coat
- Footwear appropriate for playing out in
- Warm coat with hat, scarf & gloves
- Sun protection cream and a hat

We believe that access to the outdoor area is beneficial to the health and well-being of young children. As a consequence, we do not want to restrict a child's choice to play and learn outdoors. If your child is not well enough to go out, we would ask that they are kept home from the setting.

Whenever children are using the outdoor area, we will ensure it is appropriately staffed using the same ratios of adults to children as apply indoors. Staff will make observations to inform future planning when working with children in the outdoor area.

Where we offer forest school or outdoor learning off site a separate risk assessment is in place.

**To support the increased handwashing in line with Covid-19 guidelines, hand sanitiser will be located outside and children will be supported whilst washing their hands on return to the setting.*

45- Policy for Managing Serial, Vexatious and Unreasonable Complaints

This policy is based on DFE guidance issued in January 2019, and on guidance issued by the Early Years Alliance and the Charity's Personnel consultancy, Citation Limited.

Constable Country Childcare is a registered Charity (number 1122021) and is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain.

The Charity has policies which set out clearly how staff who have concerns or complaints may have these dealt with in accordance with best practice. Similarly, there is a Charity policy published for dealing with concerns or complaints raised by parents, and the Charity expects all complainants to direct their concerns or complaints through the correct channels as fully detailed in those policies. For staff, the staff handbook clearly explains the process, and parents are informed of the existence of all of the Charity's policies when they first enrol their children at any of the Charity's settings. Copies of the Charity's policies are available to parents at any time from any of the Charity's settings.

We will not normally limit the contact complainants have with our Charity. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is vexatious, unsubstantiated, abusive, offensive or threatening. In particular, the Charity is not willing to consider complaints unless they are directed through the correct channels, as set out in the Charity's published policies.

Constable Country Childcare defines unreasonable behaviour as that which hinders our consideration of complaints because of the frequency or nature of the complainant's contact with the Charity, such as, if the complainant:

- refuses to put their complaint(s) through the recognised, and published channels in accordance with the Charity's publicly declared policy(s)
- refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance
- refuses to co-operate with the complaints investigation process as laid down in the Charity's policies
- refuses to accept that certain issues are not within the scope of the complaints procedure
- insists on the complaint being dealt with in ways which are incompatible with the Charity's complaints procedure or with good practice
- introduces trivial, irrelevant or unsubstantiated information which they expect to be taken into account and commented on
- raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales
- makes unjustified complaints about staff who are trying to deal with the issues, and seeks to have them replaced
- changes the basis of the complaint as the investigation proceeds
- repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed)
- refuses to accept the findings of the investigation into that complaint where the Charity's complaints procedure has been fully and properly implemented and completed including referral on appeal to the Chairman of the Charity's Board of Trustees in accordance with the Charity's published complaints policies
- seeks an unrealistic outcome
- makes excessive demands on the Charity's time by frequent, lengthy and complicated contact with staff or trustees, regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with
- uses threats to intimidate
- uses abusive, offensive or discriminatory language or violence
- knowingly provides falsified information
- publishes unacceptable information on social media or other public forums.

Complainants should try to limit their communication with the Charity that relates to their complaint, while the complaint is



being progressed. It is not helpful if repeated correspondence is sent (either by letter, phone, email or text), as it could delay the outcome being reached.

Whenever possible, the Charity's Group Manager, or Chairman of Trustees will discuss any concerns with the complainant informally before applying an 'unreasonable' marking.

If the behaviour continues, the Charity's Group Manager, or Chairman of Trustees will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. For complainants who excessively contact Constable Country Childcare causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan. This will be reviewed after six months.

In response to any serious incident of aggression or violence, we will immediately inform the police and communicate our actions in writing. This may include barring an individual from any one or all of the Charity's settings.

46- Policy for Potty Training

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

No child will be potty trained until fully settled and secure within the nursery environment.

In order to help your child become independent in going to the toilet we provide potties within the toileting areas (which will be disinfected after each use) and also a step for the toilet and wash basin. Good hygiene practices when toileting are promoted within the setting, handwash basins are available in toddler and pre-school rooms.

If you would like to use pull up nappies for potty training your child these need to be supplied as with nappies. A couple of spare change of clothes including several pairs of underwear should also be provided for your child in case of any accidents. Soiled clothes or underwear will be put into a nappy sack into the child's bag. Severely soiled underwear may be disposed of in clinical waste at the discretion of key persons and in consultation with the parent/carers.

It is unusual for a child to be ready to be potty trained much before their second birthday and for some children it can be a lot later. Please do not be concerned if your child shows no signs of being ready yet. When your child does start to show signs that they are becoming aware of their bodily functions your child's key person will arrange a convenient time to set next steps for potty training with you and discuss your plans for potty/toilet training your child. Whilst the setting cannot be expected to potty train your child, we will support you and your child through the process. It is very important that we work together so as not to confuse or upset your child.

Many parents have various techniques for potty training, some like to use a potty, then progress to a trainer seat whilst other children prefer to go straight to using a trainer seat, some use pull ups, others don't. There is no right or wrong way so long as the technique you use is right for your child. It is important however to remember that when your child is in our care, we cannot support certain methods. For example, to allow a child to wander around with no clothes or underwear on. We have to consider the other children in our care and such methods are not appropriate due to safety and hygiene reasons as well as not being respectful to the privacy of the child who is potty training.

Some children take to potty training overnight for some it is a longer process, the most important thing is that we work together to give your child the support and reassurance they need during this period. We will provide you with daily verbal feedback on how we are progressing with the training.

We would ask that parents dress their children in sensible clothing which is easy to take on and off independently, i.e. not dungarees, belts or tricky buttons.

Children will be reminded to go to the toilet by a member of staff.

Accidents will be dealt with sensitively, although older children will be encouraged to undress and redress themselves, staff will be there to offer support and offer reassurance.

If your child is in underwear and has persistent accidents (3 or more) in one day, we may put a pull-up or nappy back on them to save further upset, anxiety and stress for your child.

If persistent accidents continue, we will advise that you may need to delay potty training for a short while and resume at a later date.



Staff will always give positive praise and encouragement after each visit to the toilet.