

Policies & Procedures.

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2. Health & safety Information





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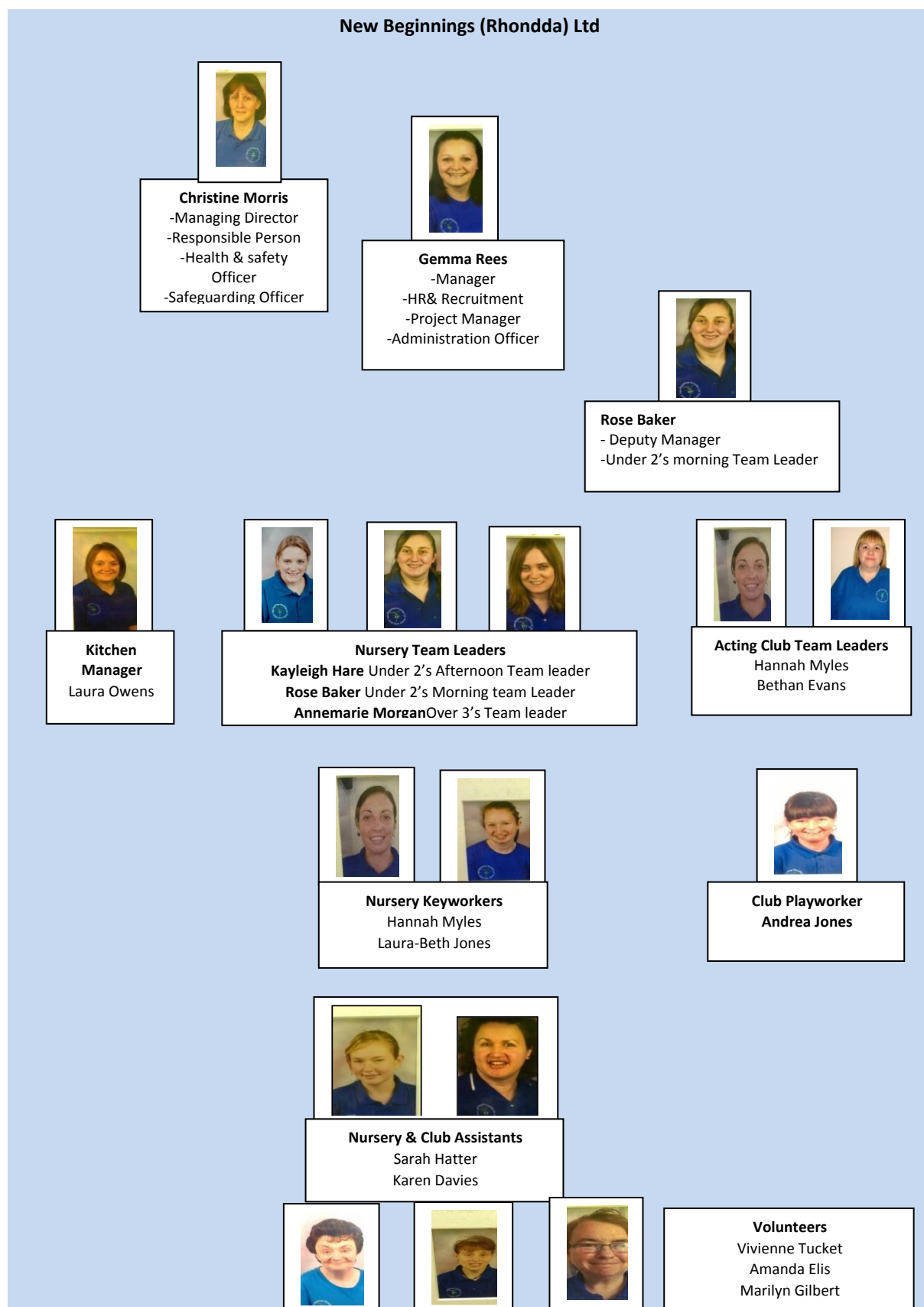
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Reviewed: June 2019

Review: June 2020



Mission Statement

Purpose

Our mission is to support Rhondda families.

Provide Out of School Care

Provide full / part time Pre-school care

Provide full / part time work

Access continuous learning / training

Support parents/carers

Provide a training placement for the community

Provide employment to the community

Provide a working placement for SEN adults

Provide a training placement for SEN adults

Policy Statement

New Beginnings (Rhondda) Ltd is committed to providing a child centered, safe, fun and stimulating environment that empowers each child and staff member.

Our mission is to provide a sensitive setting where adults interact with the children to nurture, stimulate and challenge children to develop their skills, self-confidence and esteem. Each child will be given respect and support.

- ✚ We endeavor to ensure the premises is safe, secure, organized and presented in a way that is suitable for staff to work and children to play.
- ✚ We endeavor to ensure that the areas are designed and set out with efficiency to ensure all the needs of the staff, parents and children are met.
- ✚ We endeavor to set up the areas on the premises within the frame work of the foundation phase to aid learning and develop skills.
- ✚ We endeavor to set up a space that is relaxing and fun to the staff and children.
- ✚ We endeavor to continue to develop our space with the finance that we have.
- ✚ We endeavor to ensure that every room has basic first aid and phones.

Customer Focus - We aim to identify and understand parent/carer/children's/staff needs and expectations with the use of feedback forms, the initial meeting & ongoing communication with parents/carers, to communicate these needs internally to the relevant staff and measure customer satisfaction and act on results.

Leadership - To develop a strong management team with leadership qualities, establishing the purpose of the organization setting goals, setting examples, encouraging staff development, provide staff training, mentorship, raising awareness, motivating and rewarding staff within the appraisal system, supervisory and general discussions.

Involvement of people - Develop a staff team who is motivated to achieve by using praise for the objectives that they have achieved. Ensuring they understand the importance of their contribution and that they take action in self-improvement and are proud of the achievements they've made and the achievements of the children they care for.

Process approach - We determine the key skills needed in specific job roles in the initial interviews plus this information is stored in our Staff policy booklet and individual files. We establish monitor and measure indicators to achieve the desired result by setting the standards and communicating these standards, having regular supervisory sessions, annual appraisals discussing the year's objectives and the new set of objectives. We use planning forms which are observed by management, cleaning schedules and monitoring forms. We manage the risks that may affect the objectives by using risk assessment forms when planning activities and outings.

Continual Improvement - The main objective of the business is to continually raise standards through staff development, training, the use of feedback forms from children, parents and staff and outside professionals and agencies. Another objective is to focus on prevention of risks, accidents, danger; the staff have training and understanding in safeguarding matters and use the process within the training in reporting suspicious incidents or marks to help safeguard children. We risk assess all situations mentally and written to prevent accidents in our setting.

Policy Procedure

Procedure

- ✚ Valid plans of the premises will be kept on site
- ✚ Valid Fire assessment will be kept on site
- ✚ The security system will be well maintained
- ✚ The building regulations certificate will be kept on the premises
- ✚ The front doors will be kept shut at all times
- ✚ Only long term staff will know pass code number
- ✚ Staff, long term volunteers & students and parents will have their finger print taken The fingerprint will be removed when the staff, volunteer, student or family leave the service
- ✚ The equipment is kept clean and in well maintained
- ✚ The premises are safe, secure and welcoming
- ✚ Temperature of the room will be kept at 18 degrees f / 65 degrees c
- ✚ Staff/student Rest areas & facilities
- ✚ Toilets facilities for children & staff
- ✚ Children will not have access to the kitchen area unless there is a supervised activity

- ✚ A Key Worker system is in place to promote consistent care and attention to the individual child's needs.
- ✚ A child's individual file will be compiled and validated by the appointed Key Worker: settling in report, observations, play & action plans, developmental, accident, chronological record of concerns.
- ✚ We endeavor to give the children opportunities to grow and develop in skills using the foundation phase. The foundation phase is specifically used to encourage children to learn through play. The areas of development are; personal and social skills, physical skills, intellectual skills, language, literacy and communication skills, creative skills, cultural skills, mathematical skills and welsh.
- ✚ We record the nursery children's development on Tapestry, our developmental online journal, which can be viewed by parents.
- ✚ Our mission is to ensure that every child is safe at New Beginnings and is safe at home with their parents/careers, enjoys and achieves in New Beginnings and their home life, has a healthy menu at New Beginnings, is healthy and growing up with parents who make healthy choices for their children, that the children feel loved and that they are looked after at new beginnings and home ensuring they are washed with water that is the correct temperature, they have enough to eat

and drink throughout the day, their emotional needs are met with hugs, smiles, soft tones, that their clothes fit them, providing hope, encouraging them to reach their full potential and be an excellent member of society and grow to be a kind, compassionate person who helps others in times of need.



Good communication is part of our mission: verbal and non-verbal to develop good relationships with children, families, staff team and the local community. This will be carried out by providing help for parents/careers in need, ensuring that communication to the children is filled with happy facial expressions, good atmosphere, praise, encouragement, claps, positive language, position and good eye contact.

Statement of Purpose



New Beginnings (Rhondda) Ltd is registered for 49 children, aged 6 weeks - 12 years.

Service opening times:

Monday-Friday (except bank holidays & Christmas closure)

7am-5.45pm

The service we provide is:

Nursery Day Care & playgroup care for age 6 weeks to 3 years, breakfast, afterschool care, holiday club and inset days for ages 3 -12 years.

We also provide an escorting service.

Our Escorting service takes children to and from:

Bodringallt English School

Pontrhondda Primary

Llwynycelyn Infants

Williamstown Primary

Gelli Primary

Ysgol GynraddBronllwyn

Ton Infants & Juniors

Trealaw Primary

Treorchy Comprehensive

We provide space for 25 children in the upper rooms (ground floor) aged 6 weeks - 3 years and 24 children in the lower rooms aged 3 - 12 years. When appropriate babies will use all areas after a risk assessment has been carried out. During school term the lower rooms will be used for nursery aged (2+) children after a risk assessment has been carried out.

The upper floor consists of 3 play areas:

Under 2's room (we can accommodate for 5 babies in this room).



Over 2's room (we can accommodate for 19 toddlers in this room).



The cloak room is use for some play sessions.



The Upper floor rooms

The upper floor has 2 under 3's toilets, baby changing facility / disabled toilet, hand washing facilities, kitchen, office, visitors/meeting room, a quiet room for breast feeding, 2 fire exits. First aid boxes are located in each room.

The Lower Floor

The Over 3's room consists of two play rooms. One games room (that includes an over 8's area) and an arts and craft area.



Other areas located on the lower floor: Staff meal time room, Club office, Storage room, over 3's toilets, hand washing facilities, laundry facilities, Staff toilets, 1 fire exit. First aid boxes are located in each room.

We set **monthly play planners** and base play in the 7 areas of learning - The foundation Phase. The skills we aim to help develop in our little ones are:

Knowledge & Understanding of the world /Cultural Skills

Creative Skills

Social & Personal development

Language, Literacy & Communication

Physical Skills

Mathematical Skills

Welsh Skills

The activities include:

Outings

Outings, nature trips, library trips, shop trips & inviting guest speakers in working in partnership with outside agencies such as; the fire department, the road safety team, the police and Zoo lab. We aim to guide children to make sense of their physical world and their community through opportunities to explore, observe and find out about people, places, technology and the environment.



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CSSIW Number: W07-1147
Company Number: 6534372

Mathematics

We aim to provide children with opportunities to develop and improve their skills in counting, understanding and using numbers, calculating simple addition and subtraction problems; and to describe shapes, spaces, and measures with puzzles, shapes, blocks, sand & water play.



Creative Opportunities

We aim to enable children to explore and play with a wide range of media and materials, as well as providing opportunities and encouragement for sharing their thoughts, ideas and feelings through a variety of activities in art, music, movement, dance, role-play, and design and technology. We consider the child's needs, interests, and stage of development and use this information to plan a challenging and enjoyable experience for each child in all of the areas of learning and development.



Social Opportunities

We aim to help children to develop a positive sense of themselves, and others; to form positive relationships and develop respect for others; to develop social skills and learn how to manage their feelings; to understand appropriate behaviour in groups; and to have confidence in their own abilities with role play and social play.



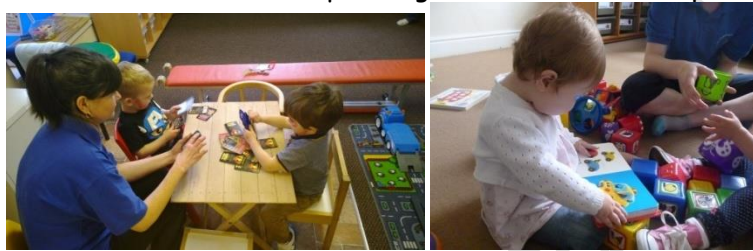
Sensory Play

We provide sensory play to encourage brain stimuli and awareness to balance, to taste, smell, sight, touch, hearing and movement.



Language, Literacy & Communication opportunities

We aim to give children opportunities to experience a rich language environment; to develop their confidence and skills in expressing themselves; and to speak and listen in a range of situations.



We encourage welsh skills through all of our activities with phrases, songs, welsh culture, rhymes and stories.

Our Projects

We follow the Healthy & Sustainable Pre-School Scheme providing opportunities for young children to be active and interactive; and to develop their co-ordination, control, and movement. Children are also helped to understand the importance of physical activity, and to make healthy choices in relation to food.



Meal Times

The Food provided is designed to be nutritious and meet the needs of each individual child. Food provision will be based on Welsh government food and health guidelines for early years and child care settings. We provide a 3 week menu consisting of breakfast, dinner, a light tea and two snacks. Water is accessible throughout the day. Each meal is designed in keeping with the design to smile project.

Design to Smile Project

The designed to smile tooth brushing programme is a major initiative aimed at helping to improve the health of young children's teeth in Wales. Evidence shows that regular use of fluoride-containing toothpaste helps reduce the need for fillings and extractions. At New Beginnings we have a designated lead person who is responsible for the overall tooth brushing programme but all staff is given a detailed training programme and monitoring checks are carried out once a term. The children who are over 2 years of age brush their teeth once a day with us at nursery and all children even the ones who are too young at the moment to join the programme take home a free toothbrush and toothpaste to encourage the parents to work in partnership with us and to encourage their children to brush at home also in the morning and before bedtime.



Sleep Time

Sleep time is set up as appropriate in prams, cots and specialized sleeping mats. Children are supervised at all times. We now use sheets on top of the sleeping mats.



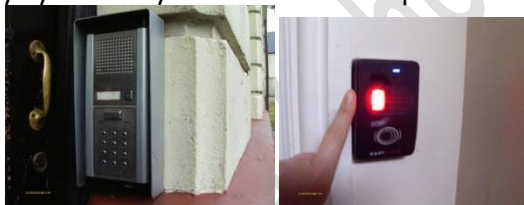
Leadership & Management

Inductions -Managers ensure that inductions take place with new recruits, students, volunteers, parents and carers. The registration process allows us to gain information from parents such as emergency contacts, medical & dietary information, whether the child has social service involvement & whether they have special educational needs & to also give information about our setting to the parent/carers. Plans and risk assessments are then carried out to meet the child's needs. (See induction packs, parent packs and online registration process)

Staff development-Managers ensure that regular observations & supervisory are carried out in monitoring staff goals/development. Annual appraisals are carried out in order to commend staff and set new goals/training/mentoring.

Health & Safety

Our Security system only allows authorized persons in the setting.



The **Fire evacuation procedure** is practiced every term & the relevant checks are carried out daily.



We have a 5 Star rating from environmental health

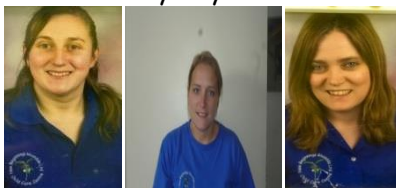


Key Worker System & Evaluating Children's development



- ✚ The key worker designated to the particular child/group uses an online system to observe and assess children's development. The staff team devise monthly play plans which are based in the seven areas of learning encouraging social, physical, language, literacy, communication, social & personal, cultural, maths and welsh skills. The staff uploads pictures, video clips and descriptions of the child's play. The system determines the next steps for the children and highlights areas for further development. The online journal allows us to partner with parents/carers with an interactive setting.
- ✚ We aim to ensure that all children and young people in our care have the best opportunities for growth and development by planning play through the 7 areas of learning.
- ✚ We aim to have access to a full range of educational, training and learning opportunities ensuring that all children and young people gain personal and social skills through training.
- ✚ We aim to ensure that all children and young people develop and enjoy the best mental, emotional, social and physical health through staff training, monitoring & children's assessments.
- ✚ We aim to ensure that all our children and young people are free from abuse, victimisation and exploitation through following the safeguarding policies & procedures.
- ✚ We aim to ensure that all children and young people in our care have access to a wide range of play opportunities including leisure, sporting and cultural activities.
- ✚ We aim to ensure that all children and young people in our care are listened to, have a voice and a choice, treated with respect and have their cultural and racial identity recognized.
- ✚ We aim to ensure that all children and young people in our care have a home and community that is safe which supports their physical and emotional well-being
- ✚ We aim to ensure that all children and young people in our care are not disadvantaged by poverty by giving opportunities, training & gaining positive relationships with parents/carers.
- ✚ We aim to be an inclusive setting and oppose discrimination.

Nursery Key workers



Rosemary Baker Kayleigh Hare Annemarie Morgan

Training & Qualifications

We have 11 staff members & 3 volunteers on board our team. All staff employed at new beginnings are qualified for the role. All staff have up to date disclosure and baring service checks. All staff members have provided evidence of identity and references.

All staff members are trained in:

First Aid

Basic Food Hygiene

Safeguarding

Behaviour Management

Many staff members are trained as blood glucose monitors.

Managing Director & Registered Person of New Beginnings Ltd.

Christine Morris, 16 Ystrad Rd, Pentre RCT CF41 7PH / 07814761996 newbeginningsrct@yahoo.co.uk



-Health & Safety Officer
-Complaints Officer
-Safeguarding Officer

Head of Department

Our head of Department consists of 2 female staff members, Chris Managing Director and responsible person, and Gemma the Manager. Chris has established and run the business for 30 years. Chris and Gemma work together in the operation of the business.

Christine Morris

Gemma Rees



Managing Director

Manager

For queries or complaints, please contact;

Christine Morris

New Beginnings Rhondda Ltd, Pentre, RCT, CF41 7PE. 01443 432718 / 07814761996.

For any further complaints please contact;

The children's team, South East Region,

Rhydycar Business Park,

Ty Trevithick

Merthyr Tydfil, CF48 1UZ. 0300 7900 126



Admissions Policy

Purpose

- ✚ For New Beginnings (Rhondda) Ltd to be open to all children.
- ✚ For no child to receive less favorable treatment on the grounds of race, color, ethnic or national origin, religious beliefs, disability or the ability to pay.

Scope: Staff, Students, Voluntary workers, Parent, Children, Visitors.

Responsible Party: Christine Morris, 209 Ystrad Rd, Pentre, RCT. CF41 7PE. 01443 432718

Procedure

In order to ensure fairness in the allocation of places, the following criteria will be taken into consideration:

1. First priority will be given to children of working parents / single working parents, parents who are studying or training to re-enter the workforce
 2. Then places will be given to children who are booking for everyday of the week
 3. If places are limited, siblings of children already at the setting will have priority over others.
- ✚ While places are available these will be allocated on the first come - first offer basis
 - ✚ Places can be reserved in advance
 - ✚ Fees must be paid in advance when booking. Fees are not refundable except in exceptional circumstances to be determined by the Manager
 - ✚ If New Beginnings is oversubscribed a waiting list will be kept
 - ✚ The management reserves the right to refuse admission to any child whose behavior is, in its opinion not in the best interests of the other children's health and safety. This course of action would only be implemented once agreed procedures for tackling behavior problems have been exhausted.

New Beginnings (Rhondda) Ltd

Nurturing Procedure- Fostering good routines

A routine is a consistent way of doing something. New Beginnings (Rhondda) Ltd's nurturing routine is a consistent way of teaching/encouraging that empowers children by building their sense of consistency, predictability and success, which in turn enhances their self-concept and self-esteem.

New Beginnings (Rhondda) Ltd's nurturing routines help establish:

- Feelings of trust and security
- Empathy
- Personal power
- Positive self-esteem and self-concept .

New Beginnings (Rhondda) Ltd's nurturing routines consist of:

- Gentle positive touch
- Praise for being and doing
- Pleasant expressions and tone of voice
- Having a sense of caring
- Having fun and a sense of humor
- Involving children in active and cooperative musical activities.
- Fostering creative expression through musical activities.
- Physically and emotionally nourishing children.
- Providing parents with help & guidance.
- Helping parents practice nurturing routines.
- Helping parents learn ways to help their children manage their behavior.
- To promote nurturing parenting practices.

For young children, nurturing routines will be established for:

- Nappy Changing and dressing times
- Toilet times
- Teeth brushing
- Feeding times & snack time
- Wash time
- Nap time
- Circle times/discussion
- Play routines
- Welcoming and leaving

For older children, nurturing routines will be established for:

- Arriving & leaving
- Individual discussion
- Circle time
- Appropriate play
- Appropriate discussion topics (Smoking, drugs, violence, stranger danger, road safety)
- Wash time
- Meal times
- Making friends
- Sharing routines

Initial Visit Procedure

Purpose

- ✚ To give Parents/Carers sufficient accurate information for them to make an informed decision about the service.
- ✚ To receive important information needed for registering the child.

Procedure

To show the parent/carer around the building & discuss each area;

- ✚ Nursery Floor
- ✚ Toilets (Safety precautions)
- ✚ Fire exits
- ✚ Clock room
- ✚ Club room
- ✚ Visitors/parent/breast feeding room
- ✚ Office
- ✚ Kitchen

To show and discuss;

- ✚ Healthy & sustainable pre-school wall display
- ✚ Design to smile projects
- ✚ Foundation Phase display wall
- ✚ Additional Learning Needs display wall
- ✚ Key worker system display wall
- ✚ Kitchen menu display wall

- ✚ To provide a price list and payment details
- ✚ To Provide an information pack

To give and show information about;

- ✚ Our Website & Policies

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To show & provide information about our business systems;

- ✚ Nursery in a box (Our Registration & payment system)
- ✚ Tapestry, our online journal for children's information

To discuss; line Management, complaints officer, safeguarding officer, health & safety officer

To discuss; fire safety, security, data protection & confidentiality;

- ✚ Fire evacuation information
- ✚ Buddy system
- ✚ Front door & finger print system

Registration

Procedure

- ✚ To gain Information from Parent/carer about child
- ✚ To Use 'Nursery in a box' our business system
- ✚ To demonstrate to parent/carer how Nursery in a box works
- ✚ To send the parent carer and email so that they can confirm all information is correct.

Summary of details needed for registration

1. Childs name
2. Date of Birth
3. Emergency contacts
4. Health
5. Permissions and agreements
6. Key worker
7. Collection Passwords
8. Parents/Carers Information& email addresss
9. Siblings
10. Start and leave dates
11. Language and Ethnicity
12. Nationality & Religion
13. Dietary needs
14. Contracted booking days of child

Child Logs such as;

1. Social service involvement
2. Dummies
3. Bottle preference
4. Food likes
5. Additional learning needs
6. Family relationship
7. Sleeping pattern of child

Settling in Policy

At New Beginnings (Rhondda) Ltd, we understand that the transition from being at home to a nursery setting is both uneasy and stressful for both parents/carers and child. The unknown can be very scary for both which is why at New Beginnings (Rhondda) Ltd we aim to ensure parents/carers have been provided with all the relevant information needed to make the process as smooth as possible.

The settling in process is a way for the parents/carers and child to get to know the staff members, key workers, children and routines of the setting, and for the workforce to get to know the child and family.

The registration process is the step before settling in whereby all relevant and important information is provided from parent/carer to Managers and vice versa. This information is passed onto the members of staff, kitchen staff and key worker of the child.

In the settling in process, the key worker will mirror this information verbally in communicating with parent/carer therefore establishing rapport and an understanding of the child's needs before parent/carer leaves.

New Beginnings (Rhondda) Ltd aim to:

- ✚ Provide security & a sense of joy & belonging in their new environment in the absence of their parent/carer.
- ✚ Promote well-being, helping establish confidence to explore and experiment in their new physical surroundings.
- ✚ Help the children to develop the independence required to freely access all of the resources available in their new environment.
- ✚ Support the children to develop positive relationships with both adults and other children. Help children to communicate their needs to others in an appropriate way.
- ✚ Promote appropriate behaviour, with clear expectations and positive reinforcements.
- ✚ Work in partnership with parents in their child's learning (Online journal).
- ✚ Support children to build upon the prior experiences and knowledge they have gained in their home environment.
- ✚ Encourage and welcome open and honest communication between staff and parents.

Our workforce aim to:

- ✚ Show empathy and sensitivity towards new parents and children.

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- ✚ Be responsive and flexible by taking into account the individual needs and experiences of the children and parents.
- ✚ Take time and provide the space to get to know new children and their parents/carers whilst they are settling in.
- ✚ Organise and manage the environment in such a way that the children can operate independently, safely and imaginatively.

Guidelines and Procedures:

- ✚ The children and parents are always warmly welcomed into the nursery.
- ✚ All children and their parents/carers are made very aware of their individual key person before they start in the nursery.
- ✚ Each key person is responsible for helping their group of children to become familiar with the nursery and to feel safe and confident within it.
- ✚ Each key person develops a genuine warm and caring professional relationship with each child in their group as well as the child's parents/carers.
- ✚ Each key person responds sensitively to the feelings, ideas and behaviour of each child in their group and endeavours to meet each child's particular needs and those of their parents.
- ✚ Information is provided to the parents to familiarise them with daily routines through tapestry & the parent pack and an overview of the termly and yearly events posted on our face book page and nursery in a box emails
- ✚ .Parents are asked to complete an 'All About Me', spider graph before their child starts at the nursery in order to give us additional information about each child's family.
- ✚ We encourage the parents to leave their child after a short period of time, with the understanding that if the child has been upset at the separation we will contact them soon after to reassure them that their child has settled.
- ✚ If the child continues to be upset staff will contact the parent/carer asking them to return to nursery.
- ✚ For the first settling in parents/carers are able to stay close or wait in the visitors room and choose to send their child/children for a reduced period of time, if they feel their child is not ready for a fuller session. (This will be agreed between staff and parents and reviewed on an ongoing basis to ensure the agreed plan continues to best meet the needs of the child.)
- ✚ We continue to have ongoing, regular, informal discussions with parents/carers to enable us to build up a picture of their child and the previous experiences they have

on arrival to nursery and share how each day is progressing and how their child is settling in.

- ✚ Parents are given opportunities to share what they know about their child either on our nursery in a box system & through discussions. This is used to help plan appropriate activities for the children. During the settling in period, activities and experiences provided in the nursery are geared towards helping the children settle into their new environment and learn their new daily routines. (These are planned in response to how each child is progressing.)
- ✚ An emphasis is made in the settling in period on looking at the children and their families and sharing photographs and home experiences. Displays are centred on the children, their families, experiences and interests.
- ✚ We hold a 'Settling-in Review' four to six weeks (or sooner) after the child initially starts nursery to discuss with the parent/carer how their child has settled in, how they are making progress, and how they can support their child at home.
- ✚ Upon this we can then establish contracted days for the child.
- ✚ The settling in period will be appropriate to the individual child's needs.
- ✚ The price per hour for settling in is 4 per hour.



Complaints Policy

Procedure

1. Request a meeting with the Manager
2. Have a partner or friend present
3. Have a written record of the discussion made and agreed
4. Put it all in writing

Policy Statement

Matters will be dealt with confidentially.

The responsible person will supply to the CIW if requested, a statement containing a summary of the complaints made during the preceding twelve months and action taken to each complaint.

The time scales may change when an external body is involved; this is when concurrent consideration is made.

Concurrent consideration

1. Where a complaint relates to any matter: about which the complainant has stated in writing that he or she intends to take proceedings in any court or tribunal, or
 - ✚ About which the responsible individual person is taking or is proposing to take disciplinary proceedings, or
 - ✚ About which the responsible individual has been notified that an investigation is being conducted by any person or body in contemplation of criminal proceedings, or
 - ✚ About which a meeting involving other bodies including the police has been convened to discuss issues relating to child protection or vulnerable adults or
 - ✚ About which the responsible has been notified that there are current investigations in contemplation of proceedings under section 59 of the Care Standards Act 2000, the responsible person will consider in consultation with the complainant and any other person or body which they consider appropriate to consult, how the complainant should be handled. Such

complaints shall be referred to for the purposes of this regulation as
"complaints subject to concurrent consideration"

- ✚ The consideration of complaints subject to concurrent consideration may be discontinued if at any time it appears to the individual that to continue would compromise or prejudice the other consideration
- ✚ Where the responsible individual decides to discontinue the consideration of a complaint under section paragraph (2) the responsible person must give notice of that decision to the complainant
- ✚ Where the registered person discontinues the consideration of any complainant under paragraph (2) consideration can be resumed at any time
- ✚ Where the consideration of a complainant has been discontinued under paragraph (2) the responsible individual must ascertain the progress of the concurrent consideration and notify the complainant when it has been concluded
- ✚ The responsible individual must resume consideration of any complaint where the concurrent consideration is discontinued or completed and the complainant requests that the complainant be considered under these regulations

If there are any complaints to be made about the Manager Christine Morris then go directly to the CIW address

C.I.W Children's Team South East Region
Rhydycar Business Park
Ty Trevithick
MerthyrTydfil
CF48 1UZ
ciw@wales.gsi.gov.uk

Contact number 0300 7900126

Prices & Payments

1. Prices & Payments
2. Late Collection Policy
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5. Financial Policy
6. Terms & Conditions



Price List

Day Nursery care

Full week.....	£230
Full day.....	£46
$\frac{1}{2}$ day session a.m. or p.m.....	£30
$\frac{1}{2}$ day session with pick - up	£37
Settling in sessions.....	£4 per hour (limited)

Playgroup

9.30 - 11.30 a.m. /1 - 3 p.m....	£18
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Out of School Club

Breakfast Club.....	£12.50
Afterschool Club.....	£14
Full time breakfast and afterschool club...	£135

Holiday Club

Full week.....	£175
Full day / Inset.....	£35
Half day.....	£24

N.b.1 months notice needed for Inset Days





Late Collection Policy

Purpose

To ensure Parents/Carers arrive before closing time - 5.45

Policy Statement

At the end of each session all children must be collected on time.

We operate a late pick up charge scheme. The charge helps to cover additional staffing costs incurred. The Nursery / Club have an obvious obligation to stay with children at the end of the day, until that child is collected.

Procedure

In the event of unavoidable delay we ask you to telephone the Nursery / Club and let them know you are going to be late and the length of your delay.

We operate a late pick up charge scheme: A charge of £6 for the first 1 - 5 minutes, with an additional £6 per 5 minutes thereafter.

If your child is not collected on time, our legal liability in relation to staff: ratio will be infringed as two members of staff must remain at the Nursery and Club until the last child has been collected.

A record will be kept of all children who are being picked up late. This will note the date, the time at which the child was collected, who collected the child and the reason given.

The late charge must be covered by the end of that week.

If a child is not collected by 5.45pm, parents/carer's will be contacted by telephone. In the event no one answers then the child's emergency contact numbers will be used. If there is no reply from the parents or emergency contacts then within 30 minutes of closing time we will telephone the safeguarding team: MASH on 01443 742928 then the Police 101

Late Collection Sheet

[illegible]

Review: June 2020



CSSIW Number: W07-1147
Company Number: 6534372



Payment Policy

Purpose

- To ensure payment is made on time in full for a smooth running of the business in order to pay staff wages, rent, food and warmth for the children.
- To ensure both parents understand & sign for the responsibility for payment of fees
- To ensure parents/Carers understand that payments are to be made by cash, cheque or BACS in advance.

Procedure of payment

1. All cash and cheque payments to be placed in an envelope clearly marked with the payment slip with: You & your child's name on it
 - What period the payment covers
 - And placed in the relevant "post box" in the cloakroom: White - Nursery / Black - Club.

If payment is made by BACS please put a reference on the bank transfer and post in the post box in the cloakroom, fill in the payment slip and place into the envelope and post.

Policy Statement

I log all payments on Thursday morning after 10 a.m. so please make all payments cover that week or month by that time. It is the responsibility of the parents to keep payments up to date. Invoices will be sent monthly by hand email and can be printed and given by hand. Invoices are determined by the booking pattern so please give 6 week's notice of holidays and 4 week's cancellation of place.

All payments not posted until after Thursday a.m. cannot be logged until the following week. This means if cheques are placed in the box after Thursday a.m., cheques cannot be banked until a week later and not cleared until up to 5 days later so the company cannot receive the fees on time and will be waiting 10 days for the fees. This is not acceptable.

If you receive any form of funding it is your responsibility to inform the funding agencies of any change in your circumstances regarding childcare: days contracted, fee increase, no longer need childcare. Examples of funding agencies may be: HMRC in child care tax credits, Voucher Schemes, Early Years RCT, 15 hours free child care, child tax credits etc. All college students must take a completed, signed and dated attendance form in to college on the last day of your child's attendance in order for the funding to be processed and paid.

Students attending University must bring in the form from University to be completed and signed so that students attain their bursary. The Uni funding is paid to the student in arrears, usually at the end of the term

If it is a requirement to hand in attendance records to your funding agency it is the parent's responsibility to ensure these are handed in on time to enable our company to receive child care payments. **If there is an error in the funding**

It is the responsibility of the parent to cover the cost of the child care fees.

We are a small company and cannot carry debt. There will be a charge if your account goes into arrears to cover: admin costs, charges by HMRC.

If you need to pay by direct credit please ask Manager for bank details

Registration is completed on line through "Nursery in a Box" by the parents in conjunction with New Beginnings. Please contact us prior to registering yourselves

If you find you are in financial difficulties please speak to the Management team immediately.

Procedure when payment is not made

If payment is not made I will text or speak to you and payment must be brought up to date.

If the family is in crisis a payment plan may be set in place

Your child's place may be withdrawn until arrears are covered and the full arrears paid.

The fees due for the child's place must then be paid in advance before they return.

If the arrears are not covered within 30 days New Beginnings will then send the account details to the debt collection agency they use: Guardian Recovery Ltd.

We will still need 2 weeks' notice of the child's place being terminated.

If HMRS or funding agencies need evidence of your child's financial information please give 1 week's notice to bring them up to date and write a covering letter.

Financial Policy

Purpose

To operate sound, financial procedures, safeguarding the staff and families of the setting.

Policy Statement

Christine Morris is head of Finance administration working with Gemma Rees, Manager to ensure budgeting plans are met. Our Business Plan regarding finance is to make a profit which greatly benefits the Childcare Centre allowing us to be financially viable to spend on the setting such as:

- ✚ an outside play area for the children
- ✚ minibus for trips and school runs
- ✚ More space inside the building
- ✚ Re arranging & updating the space
- ✚ New equipment & play activities

We endeavor to ensure payments are made and expect parents to partner with us to firstly satisfy the main priorities such as:

- ✚ payment for the setting
- ✚ Food
- ✚ Water supply
- ✚ Electricity
- ✚ Staff Wages

Procedure

- ✚ New Beginnings will carry adequate Public liability insurance
- ✚ New Beginnings will keep their financial records for 10 years
- ✚ New Beginnings will use a local accountant to produce annual statements
- ✚ New Beginnings will notify each family when payment is missed to ensure the account doesn't go into arrears.
- ✚ A process will be followed if payment cannot be made whereby the child will no longer keep his/her place at New Beginnings unless we are satisfied that a payment plan is set up and regular payments are being made.
- ✚ New Beginnings will follow their Payment Policy
- ✚ New Beginnings will register with the relevant Child Care Voucher Schemes
- ✚ We will keep our financial records up to date for HMRS

Reviewed: June 2019

Review: June 2020



- ✚ We will work in conjunction with training agencies, colleges and universities to enable parents to access training and funding
- ✚ We will work in conjunction with supporting agencies: Early Years family support Team, Law yn Law, Valley Kids etc. to enable parents to access support for their family's needs, training and funding.



Terms & conditions

Please read all these terms & conditions.

As we can accept your booking & make a legally enforceable agreement without further reference to you, you must read all the terms & conditions to make sure they contain all that you want and nothing that you are not happy with. If you are not sure about something, just phone us on 01443 432718.

Application

These terms & conditions will apply to the customer (you). We are New Beginnings (Rhondda) Ltd, a company registered in Wales under number 6534372 who's registered office is at New Beginning's (Rhondda) Ltd, 209 Ystrad Road, Pentre, Rhondda, CF41 7PE with email address newbeginningsrct@yahoo.co.uk, telephone number 01443 432718.

These are the terms on which we sell all goods (child places) to you. By ordering these goods (child's place) you agree to be bound by these terms and conditions.

Interpretation

Consumer means an individual acting for purposes which are wholly or mainly outside his/her trade, business, craft or professions.

Contract means the legally-binding agreement between you & us for the sale and purchase of goods (child's place)

Delivery location means the suppliers premises or other location where the goods (child's place) are to be supplied.

Goods mean any goods (service) we supply to you of the number & description set out in the order, the website & initial visit.

Order means the customer's order (Child's place) from the supplier (us) as set out in the customer's order or in the customer's written acceptance of the supplier's quotation (within the initial visit)

Goods

- ✚ The description of the goods (services) is as set out on our website, brochures & facebook page. Any description is for illustrative purposes only & there may be small discrepancies in room layout, games and activities.
- ✚ In the case of Goods (services) made to your special requirements, it is your responsibility to ensure that any information you provide is accurate.

Basis of Sale

- ✚ The description of the goods (services) on our website, brochures & facebook or any other advertisement does not constitute a contractual offer to sell the goods (sell a child's place)
- ✚ In following our policies, when an order (booking) has been made, we reserve the right to cancel bookings for any reason but will tell you the reason without delay.

- ✚ A contract will be formed for the services booked, only upon the supplier sending an email after the registration process has taken place to show registration has taken place via nursery in a box.
- ✚ The quotation is valid from the date given to start date unless we expressly withdraw it at an earlier time.
- ✚ No variation of the contract, whether about description of goods (services), price or otherwise can be made after it has been entered (registration process) unless the variation is agreed by the customer and the supplier in writing (You pay for contractual days and cannot change your days unless the supplier gives permission)
- ✚ We intend that these terms & conditions apply only to a contract entered into by you as a consumer where we, the supplier and you the consumer enter a contract at the suppliers building premises upon registration.

Price & Payment

- ✚ The price of the goods (services) & any additional delivery or other charges are set out in our price list on our website at the date we accepted the booking.
- ✚ We reserve the right to make changes to our price list (This usually happens each year; April)
- ✚ Payments for goods (services) must be made within 7 days of invoice. You must pay by cash, cheque, vouchers, direct debit or BAC'S payment.
- ✚ Payment must be made weekly or monthly, and must be made before 10am on Thursday morning's, any other payments will be recorded the week later and could deem your payment late which could make you incur late charges.
- ✚ It is the consumer's responsibility to ensure payments are made on time; weekly or monthly.
- ✚ Cash & cheque payments will be collected from the payment box located in new Beginnings cloak room every Thursday morning.
- ✚ It is the consumer's responsibility to provide written details of name, amount, date & what the amount covers with the Cash/ cheques in an envelope. Failure to do so could result in void payment because we will not know who the payment belongs to.
- ✚ New Beginnings does not take responsibility for searching for the consumer in which the payment belongs too.
- ✚ The consumer (you) will incur a 2% charge per week for late payment.
- ✚ If the arrears are not covered within 30 days New Beginnings will then send the families account details to the debt collection agency we use: Guardian Recovery Ltd.
- ✚ Payment must still continue to be made even if your child is absent, sick or on holidays.

Delivery of services

- ✚ The consumer (you), can treat the contract as void/ended if;
We have refused service

Withdrawal & Cancellation

- ✚ Four week's notice must be given by customer (you) to supplier (Christine Morris) upon withdrawing the child's place, with full payment.

Conformity & Guarantee

- ✚ We have a legal duty to supply the goods (services) in conformity with New Beginnings Policies governed by the standards of C.I.W and will not have conformed if it does not meet the following obligation;
- ✚ Satisfactory to C.I.W
- ✚ Satisfactory to the Fire Officer
- ✚ Satisfactory to Environmental /Public Health

Privacy

- ✚ Your privacy is critical to us. We respect your privacy & comply with the general data protection regulation with regard to your personal information ensuring that confidential information is stored appropriately & destroyed appropriately.
- ✚ These terms & conditions should be read alongside, and are in addition to our policies including our data protection policy which can be found on our website.

Governing Law, Jurisdiction and complaints

- ✚ The contract is governed by C.I.W
- ✚ Disputes can be submitted to the complaints officer; Christine Morris, details on our website.
- ✚ We try to avoid any disputes, so we deal with complaints as follows:
The Complaints officer, Christine Morris will respond with an appropriate solution ASAP and within 14 days.
- ✚ We aim to follow these codes of conduct, copies of which can be obtained from our website; newbeginningsrhondda.co.uk

Code of Conduct

- ✚ New Beginnings will not tolerate abuse or bullying. In this event the person will be asked to leave & at the Managing Director's discretion may have the contract deemed void although all bookings used, must be paid to date.

Activities

1. Play Planning
2. Children's development
3. Activity Checklist
4. Assessment
5. Education for Sustainable Development and Global Citizenship.



Play planning

Purpose

- + To ensure staff understand how to plan play activities regarding the foundation phase.
- + To ensure children have many opportunities to develop skills through many areas of learning.
- + To ensure children have opportunities for outings.
- + To ensure children are safe
- + To undertake projects which include decision making, roles and responsibilities
- + Progression in all areas
- + For children to recognise issues such as what is fair and what is not.
- + For children to establish and maintain friendships
- + For children to develop an understanding of different members of the community
- + For children to become aware of caring for the environment
- + To gain an understanding of our Welsh heritage
- + Share and celebrate in new cultural experiences
- + For differences to be acknowledged
- + To explore differences in culture
- + Develop an understanding of behavioural expectations at the setting
- + To be able to express themselves appropriately with confidence
- + To demonstrate appropriate care, respect and affection to other children, staff and the environment
- + To develop an understanding of danger at the setting, home and the environment for children to gain an understanding about healthy lifestyles & hygiene
- + For children to gain maths skills through play
- + For children to use and hear the welsh language
- + For children to have opportunities to mark make, write, read and be read to.

Procedure

All staff must have foundation phase training. Our foundation of play planning must be based in the seven Areas of Learning, which are:

- ✚ Personal and Social Development
- ✚ Well-being and Cultural Diversity
- ✚ Language, Literacy and Communication Skills
- ✚ Mathematical Development
- ✚ Welsh Language Development
- ✚ Knowledge and Understanding of the World □ Physical Development
- ✚ Creative Development.
- ✚ Personal and Social Development
- ✚ Well-being and Cultural Diversity

Staff Responsibility

- ✚ Each staff member is responsible for their group play plans.
- ✚ Monthly plans to be set
- ✚ Ensure plans have been risk assessed.
- ✚ Ensure route planners have been set up and followed.
- ✚ Team Leaders are responsible for reading the key workers plans for their group to gain an understanding of the monthly plan, to ensure all aspects of the foundation phase has been covered, to ensure it has been S.M.A.R.T TESTED.
- ✚ Monthly plans displayed on wall display for Managers to view and monitor

New Beginnings aim for children's development.

We seek to provide:

Quality and consistency in New Beginnings (Rhondda) Ltd, so that every child makes good progress and no child gets left behind.

A secure foundation through learning and development opportunities which are planned around the needs and interests of each individual child and are assessed and reviewed regularly.

Partnership working between staff and with parents and/or carers.

Equality of opportunity and anti-discriminatory practice, ensuring that every child is included and supported.

The areas of learning and development

There are seven areas of learning and development that must shape educational programmes in early year's settings. All areas of learning and development are important and inter-connected. Three areas are particularly crucial for igniting children's curiosity and enthusiasm for learning, and for building their capacity to learn, form relationships and thrive. These three areas, the prime areas, are:

1. Communication and language.
2. Physical development.
3. Personal, social and emotional development.
4. Literacy.
5. Mathematics.
6. Understanding the world.
7. Expressive arts and design.

Communication and language development involves giving children opportunities to experience a rich language environment; to develop their confidence and skills in expressing themselves; and to speak and listen in a range of situations.

Physical development involves providing opportunities for young children to be active and interactive; and to develop their co-ordination, control, and movement. Children must also be helped to understand the importance of physical activity, and to make healthy choices in relation to food.

Personal, social and emotional development involves helping children to develop a positive sense of themselves, and others; to form positive relationships and develop respect for others; to develop social skills and learn how to manage their feelings; to understand appropriate behavior in groups; and to have confidence in their own abilities.

Literacy development involves encouraging children to link sounds and letters and to begin to read and write. Children must be given access to a wide range of reading materials (books, poems, and other written materials) to ignite their interest.

Mathematics involves providing children with opportunities to develop and improve their skills in counting, understanding and using numbers, calculating simple addition and subtraction problems; and to describe shapes, spaces, and measures.

Understanding the world involves guiding children to make sense of their physical world and their community through opportunities to explore, observe and find out about people, places, technology and the environment.

Expressive arts and design involves enabling children to explore and play with a wide range of media and materials, as well as providing opportunities and encouragement for sharing their thoughts, ideas and feelings through a variety of activities in art, music, movement, dance, role-play, and design and technology. Child Carers must consider the individual needs, interests, and stage of development of each child in their care, and must use this information to plan a challenging and enjoyable experience for each child in all of the areas of learning and development.

In planning and guiding children's activities, child carers must reflect on the different ways that children learn and reflect these in their practice. Three characteristics of effective teaching and learning are:

Playing and exploring - children investigate and experience things, and 'have a go.

Active learning - children concentrate and keep on trying if they encounter difficulties, and enjoy achievements.

Creating and thinking critically - children have and develop their own ideas, make links between ideas, and develop strategies for doing things.

..

Each child is assigned a key person. We inform parents and/or carers of the name of the key person, and explain their role, when a child starts attending a setting. The key person must help ensure that every child's learning and care is tailored to meet their individual needs. The key person must seek to engage and support parents and/or carers in guiding their child's development at home. They should also help families engage with more specialist support if appropriate.

A quality learning experience for children requires a quality workforce. Our well qualified, skilled staff strongly increases the potential of our individual setting to deliver the best possible outcomes for our children.

ACTIVITY CHECKLIST

This checklist is used to determine how good our planning programmed is. It also helps us to assess gaps and help to better programmed planning.

Y = Yes

N = No

P = Partly

1. Are activities planned in advance each week?
2. Does the programmed offer a variety of activities most times?
3. Does the programmed offer a variety of stimulating and creative activities throughout the week?
4. Do you include themed and project work?
5. Do children and parents have a say in the kind of activities provided?
6. Are the activities anti - discriminatory?
7. Do activities offer non-sexist & multicultural play?
8. Are activities supervised?
9. Are activities risk assessed? Are safety aspects considered throughout the play day?
10. Do activities encourage co-operation?
11. Are children encouraged to try new activities?
12. Do workers take part in and facilitate activities?
13. Do workers actively communicate with children and encourage them to explore and reason?
14. Are activities discussed and reviewed at staff and children's| meetings?
15. Are the activities based in the foundation phase?
16. Are the activities challenging?
17. Does the activity promote skills?

Reviewed: June 2019

Review: June 2020



Assessment

Assessment Procedure of children's development

Reviewed: June 2019

Review: June 2020



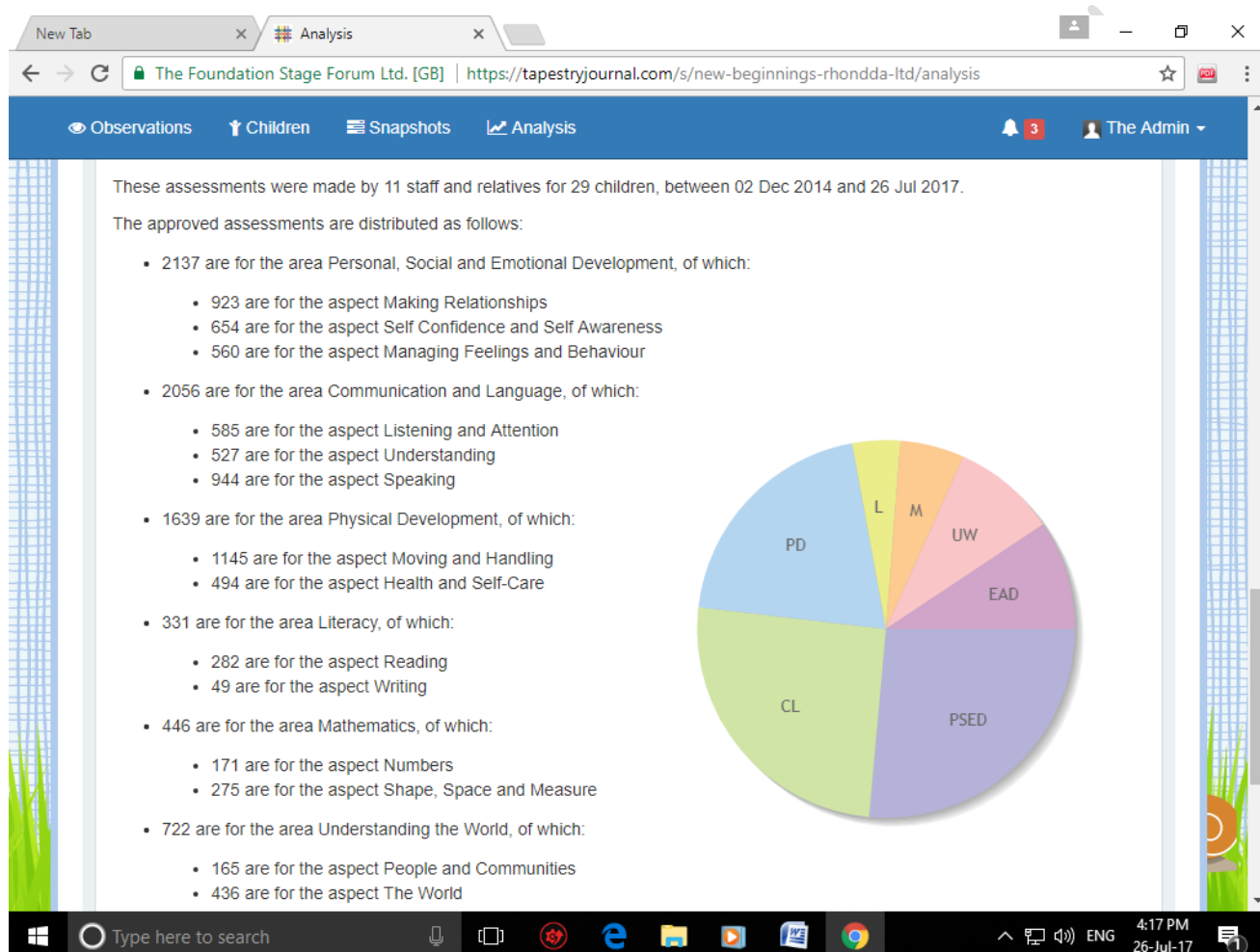
CSSIW Number: W07-1147
Company Number: 6534372

Assessment procedure of children's development

New Beginnings use an online system called Tapestry which is used as an online journal to assess the children's development. Once the staff plans their activities, they upload pictures, video clips and descriptions of the child's play. The system determines the next steps for the children and highlights areas for further development. The online journal allows us to partner with parents/carers with an interactive setting.

The screenshot shows the Tapestry online journal interface for a child named Lizzy James. The browser address bar shows the URL: <https://tapestryjournal.com/s/new-beginnings-rhondda-ltd/child/7>. The interface includes a navigation bar with tabs for Observations, Children, Snapshots, and Analysis. The main content area displays Lizzy James's profile, including her photo, name, birth date (04 Aug 2014), age (2 years, 11 months), and status (Active). Below the profile, there is a section for Recent Observations with a list of activities: Tuleyah's last day (21 Jul 2017 12:41 PM), Construction (21 Jul 2017 11:17 AM), Physical Play (19 Jul 2017 11:18 AM), Dolls and prams (14 Jul 2017 02:04 PM), and Sponsored walk (12 Jul 2017 02:21 PM). A sidebar on the right contains Quick Links (Lizzy's Journal, EYFS Next Steps, EYFS Next Observations, About Me, Baseline, Edit Lizzy) and Key People (Annemarie Morgan, Helen Nicholas). The bottom of the screen shows a Windows taskbar with the search bar and various application icons.

The system determines if staff need to provide more opportunities in specific areas such as moving and handling, building self confidence, managing feelings and behaviour, listening, physical development, reading, writing, numbers, people and communities etc.



Education for Sustainable Development and Global Citizenship.

New Beginnings Policy Statement

New Beginnings Managers aim to emphasise the role the individual has, as a global citizen and how they can understand these connections and develop the values, attitudes and confidence that can lead to acting responsibly and being committed to a just and sustainable world. We will support this existing ethos by helping to enhance the development of these critical thinking skills and a positive and active approach to citizenship at both a local and global level.

Commitment & Leadership (Management)

1. New Beginnings Managers will provide staff training on ESDGC at all levels to ensure great understanding of ESDGC issues and how they are applied.
2. We will promote good practice within the organization.
3. We will integrate this policy into our mission statement.
4. We will ensure the ESDGC is introduced into strategic plans, play plans, policies & practice.
5. We will engage staff at all levels on this practice.
6. We will use continual monitoring of progress & measure against good practice with assessments and monitoring criteria.
7. We will allocate adequate time for staff development, planning etc
8. We will raise awareness through things such as campaigns, guest speakers, notices & posters around the setting.

Strategic Plan

- To put systems, policies, procedures, plans in place to manage environmental impacts
- Promote Healthy lifestyles & biodiversity in policies & operational plans.
- Develop & encourage more sustainable & ethical purchasing strategies.
- Reduce the environmental impact through better management of wastes and energy.
- Plan and implement any new build developments to achieve highest levels of sustainable development principles.
- Encourage resource efficiency; minimise waste at source; repair, reduce, re-use, recycle all potential waste.

Reviewed: June 2019

Review: June 2020



Commitment of the workforce

1. New Beginnings workforce will commit to incorporating the ESDGC themes into strategic planning in teaching children the importance of their role as a local and global citizen and how every little helps.
2. Team leaders and Key workers will take on the role in terms of ESDGC play planning.

The key themes are:

- + **Choices & decisions**
- + **Consumption & waste**
- + **Identity & Culture**
- + **Health**
- + **Climate Change**
- + **Wealth & Poverty**
- + **The Natural Environment**

Ideas when Play planning

Planning events, arts, cookery & play from all cultures and backgrounds. Some examples are; Baking Latke's at Hanukkah & creating menorahs for arts & crafts, tasting South Asian food for the Hindu celebration; Diwali, dressing up for the Hindu celebration and decorating with special lights.

To introduce globalization & its impact including cheaper labor in other countries, the conditions and rights of workers & child labor in these countries. An idea is to focus on using fair trade products and using them in tasting sessions.

To encourage discussion about the way in which we can protect the planet and empower them to understand this through arts & crafts, design a banner/poster and play.

To build recycling into the learning environment. Re-Use & repair resources, empower children to recycle paper, plastic, bottles etc. Encourage discussion on these topics and use in play sessions. Use charity shops to buy resources and donate to charity shops as a way of recycling and encourage the children to do so.

Encourage discussions on global warming and how the burning of fuels for electricity and cars is ruining the planet, empowering children to think about alternative ways; walking, bicycle routes, turning lights off when not in use, wrapping up warm instead of using heating.

Meeting Individual Needs

1. Cultural Diversity Planner
2. Inclusion & Equality
3. Special educational Needs Statement
4. Policy for special educational needs



Cultural Diversity Play planner

Purpose

To be committed to caring for all children with different faiths, race & backgrounds who attend our setting with love, consideration, understanding, patience & humility adhering to family requests as best as we can.

Policy Statement

At New Beginnings we have children from many faiths and backgrounds. Our activities are set up to meet the 7 areas of learning. Our aim within 1 of the areas is cultural diversity. Our policy at New Beginnings setting is to empower the children to understand that within the world there are many cultures, religions & belief systems and that even though one family may have a different belief system, a different set of rules and way of living, that we must treat each other with tolerance, love & kindness regardless of whether one agrees with the other.

Aim

To learn about different cultures and faiths through:

- + Food tasting
- + Crafts
- + Singing
- + Stories
- + Activities
- + Outings and visits

Inclusion and Equality Policy

Purpose

- ✚ To take great care to treat each individual as a person in their own right, with equal rights and responsibilities, whether they are an adult or a child.
- ✚ New Beginnings (Rhondda) Ltd are committed to providing equality of opportunity and anti- discriminatory practice for all children and families according to their individual needs.
- ✚ To ensure there is no discrimination on the grounds of gender, race, religion or belief, marriage or civil partnerships, disability, sexual orientation, gender reassignment, pregnancy, ethnic or national origin, or political belief.

Policy Statement

The legal Framework is based on:

- ✚ Equality Act
- ✚ Children's Act 2004
- ✚ Care Standards Act 2002
- ✚ Childcare Act 2006
- ✚ Children (Scotland) Act 1995
- ✚ Special Educational Needs and Disability Act 2001

Procedure

- ✚ A commitment to implementing our inclusion and equality policy will form part of each employee's job description.
- ✚ Should anyone believe that this policy is not being upheld, it is their duty to report this matter to the attention of Christine Morris & Gemma Rees at the earliest opportunity.
- ✚ The staff are committed to recruiting, selecting, training and promoting individuals on the basis of the occupational skills requirements. In this respect, the setting will ensure no job application or employee will receive less favourable treatment on the grounds of age, sex, reassignment, disability, marriage or civil partnership, race, religion or belief, sexual orientation and pregnancy or maternity which cannot be justified as being necessary for the safe and effective performance of their work or training.
- ✚ Providing a childcare place, wherever possible, for children who may have learning difficulties and/or disabilities or are deemed disadvantaged according to their

individual circumstances, and the settings ability to provide the necessary standard of care.

- ✚ Striving to promote equal access to services and projects by taking practical steps, (wherever possible and reasonable) such as ensuring access to people with additional needs and by producing materials in relevant languages and media for all children and their families.
- ✚ Providing a secure environment where all our children can flourish and all contributions are valued.
- ✚ Including and valuing the contribution of all families to our understanding of equality, inclusion and diversity.
- ✚ Providing positive non-stereotypical information.
- ✚ Continually improving our knowledge and understanding of issues of equality, inclusion and diversity.
- ✚ Regularly reviewing childcare practice to ensure the policy is effective and practices are non-discriminatory.
- ✚ Making inclusion a thread, which runs through the entirety of the setting, for example, by encouraging positive role models through the use of toys, imaginary play and activities, promoting non-stereotypical images and language and challenging all discriminatory behaviour (see dealing with discriminatory behaviour policy).

Admissions/service provision

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

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

Recruitment

All members of the selection group will be committed to the inclusive practice set out in this policy and will have received appropriate training in this regard.

Application forms will be sent out along with a copy of the equal opportunities monitoring form. Application forms will not include questions that potentially discriminate against the grounds specified in the statement of intent.

At interview, no questions will be posed which potentially discriminate against specified in the statement of intent. All candidates will be asked the same questions, and members of the selection group will not introduce nor use any personal knowledge

of candidates acquired outside the selection process. Candidates will be given the opportunity to receive feedback on the reasons why they were not successful.

Staff

It is the policy of New Beginnings Rhondda Ltd. not to discriminate in the treatment of individuals. All staff is expected to co-operate with the implementation, monitoring and improvement of this and other policies. All staff is expected to challenge language, actions, behaviors and attitudes that are oppressive or discriminatory on the grounds as specified in this policy. All staff is expected to participate in equality and inclusion training.

Training

The setting recognizes the importance of training as a key factor in the implementation of an effective inclusive and equality policy. The setting will strive towards the provision of inclusion, equality and diversity training for all staff on an annual basis.

Early learning framework

Early learning opportunities offered in the setting encourage children to develop positive attitudes to people who are different than them. It encourages children to empathies with others and begins to develop the skills of critical thinking.

We do this by:

- ☐ Making children feel valued and good about themselves
- ☐ Ensuring that all children have equal access to early learning and play opportunities
- ☐ Reflecting the widest possible range of communities in the choice of resources
- ☐ Avoid stereotypical or derogatory images in the selection of materials
- ☐ Acknowledging and celebrating a wide range of religions, beliefs and festivals
- ☐ Creating an environment of mutual respect and empathy
- ☐ Helping children to understand that discriminatory behavior and remarks are unacceptable
- ☐ Ensuring that all early learning opportunities offered are inclusive of children with learning difficulties and/or disabilities and children from disadvantaged backgrounds

- ☐ Ensuring that children whose first language is not English have full access to the early learning opportunities and are supported in their learning

Individual children's needs

Individual children's needs to be met by:

- Initial visit
- Settling in policy and procedure
- Individual file: settling in report, observations, action plans, progress reports, weekly planner, activity planners
- Key worker system: Key worker will be responsible for a group of children, settling in, individual files.

Food

- ☐ We implement the Healthy and Sustainable Preschool, scheme.
- ☐ We will help children to learn about a range of food and cultural approaches to meal times and to respect the differences among them.
- ☐ We will help children to learn about a range of food and cultural approaches to meal times and to respect the differences among them.

Meetings

- Meetings will be arranged to ensure that all families who wish to, may be involved in the running of the setting
- Information about meetings and activities will be communicated in a variety of different ways according to individual needs (written, verbal and translated, to ensure that all parents have information about access

Additional Learning Needs Statement

Our purpose is to implement the ALN code of practice.

We know we are implementing the code of practice successfully because:

- Children's needs are identified early
- Our practices ensure all needs are met
- Parents work in partnership with us
- Provision is reviewed
- All involved co-operate to support a multi-disciplinary approach
- Assessments & annual reviews are conducted appropriately

The named A.L.N.C.O is Christine Morris. Christine is the Manager and proprietor.

The A.L.N.C.O is responsible for:

- Liaison - Parents / Carers / Professionals
- Advising staff
- IEPs in place - but child's Key worker plans and delivers IEP
- Information and records up to date
- Informing parents of local parent partnership services

All staff are familiar, have understanding, access and knowledge of the "developmental norms" (Tapestry online journal / Mary Sheridan)

Ongoing valid observations are made and recorded for each individual child, from these the following will occur:

1. Journal highlight area/s of difficulty
2. Information is to be passed on to A.L.N.C.O Christine Morris Key Worker and A.L.N.C.O work together
3. Manager are to both be familiar with individual children
4. Key workers to notify Manager A.L.N.C.O - formally of any area/s of difficulty a child may have.
5. Meeting to be arranged to discuss I.P.
6. Plans to be made from "Next Steps" in journal
7. Meeting with parent / Carer to be arranged: Key Worker and/or A.L.N.C.O
8. Partnership of plan to be set up if appropriate
9. Permission gained from parents / carers if professionals need to be contacted such as Health Visitor, Educational Psychologist, Doctor, Paediatrician TAF etc
10. Plans followed

Policy for Additional Learning Needs

Purpose

- ✚ To provide staff with information regarding the additional learning needs of the child.
- ✚ To ensure policies and procedure regarding additional learning needs are followed.
- ✚ To provide a pack to help workers design specific play plans designed especially for additional learning needs.

Definition of additional learning Needs

Children have additional learning needs if they have a learning difficulty which calls for additional learning provision to be made for them. Children have a learning difficulty if they: a) have a significantly greater difficulty in learning than the majority of children of the same age; or (b) have a disability which prevents or hinders them from making use of educational facilities of a kind generally provided for children of the same age in schools within the area of the local education authority (c) are under compulsory school age and fall within the definition at (a) or (b) above or would so do if additional learning provision was not made for them. Children must not be regarded as having a learning difficulty solely because the language or form of language of their home is different from the language in which they will be taught. Additional Learning provision means: (a) for children of two or over, educational provision which is additional to, or otherwise different from, the educational provision made generally for children of their age in schools maintained by the LEA, other than special schools, in the area (b) for children under two, educational provision of any kind.

A child is disabled if he is blind, deaf or dumb or suffers from a mental disorder of any kind or is substantially and permanently handicapped by illness, injury or congenital deformity.

A person has a disability if he has a physical or mental impairment which has a substantial and long-term adverse effect on his ability to carry out normal day-to day activities.

Procedure

- ✚ A member of the management team will set up an initial visit to discuss all information with the child, family and other professional agencies to ensure needs are met and plans are put in place.
- ✚ The key worker will have a staff meeting with the member of management who set up the initial visit and discuss the needs and concerns of the parent and manager.
- ✚ The Key worker will read the pack provided, the child's contract, the needs of the child, the concerns of the parent and any plans the line manager has and then put a play plan in place and get the plan approved by the Manager.
- ✚ The team will also follow the advice and plan of professional agencies.
- ✚ The provision for the child with Additional Learning Needs will match the nature of his or her needs.
- ✚ There will be a system in place for regular reviews of the additional learning needs and progress.
- ✚ Play opportunities will match the nature of the child's needs.
- ✚ Regular reviews will be set in place to assess the impact of individual plans.
- ✚ Policies and procedures will be followed.
- ✚ The child's daily routine will be recorded to show the parents what the child took part in, ate, drank, his/her toilet activity and any other information that may be needed to record.

Quality Assurance Policy

Commitment to Quality

New Beginnings (Rhondda) Ltd is wholly committed to our quality policy which is in place to ensure our services fully meet the requirements of our families at all times. New Beginnings (Rhondda) Ltd's goal is to provide the best care at all times. To achieve this goal we are committed to implementing, maintaining and continually assessing operational systems and processes.

Approach to Quality

New Beginnings (Rhondda) Ltd firmly believes in the concept of Parent/Carer and Staff working together in pursuing this policy and in continually striving for improvements in service quality.

The Quality Policy is based on 3 fundamental principles:

1. Ensuring that we fully identify and conform to the needs of our families.
2. Looking at our service provision processes, identifying the potential for errors and taking the necessary actions to eliminate them.
3. Everyone at New Beginnings (Rhondda) Ltd understanding their roles & responsibilities and carrying these out with excellence.

Within this policy we are committed to operating our Company under the disciplines and control of a Quality Management System conforming to the Care Standards in Wales, Environmental Health Inspector, Public Dietician & our Fire Chief, carefully planned and developed jointly with by the Manager & Managing Director.

To ensure that the policy is successfully implemented, New Beginnings (Rhondda) Ltd team are responsible for identifying customer requirements, by gaining feedback through communication, meetings, feedback forms, suggestion boxes and ensuring that the correct procedures are followed to meet those requirements with observations, monitoring, CCTV monitoring, Supervisory sessions, Annual Appraisals & Meetings..

Objectives needed to ensure that the requirements of this policy are met and that continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored at Management Review.

Communication

The Quality Policy principles and objectives will be communicated and available to staff at all times. Training will be an integral part of the strategy to achieve the objectives. The Policy will also be available to customers/families and candidates upon request.

Responsibilities

These are outlined as follows:

- + Responsibility for delivering quality services rests with everyone at New Beginnings (Rhondda) Ltd
- + Each Team Leader has responsibility for monitoring the quality of services for their area of the business.
- + Overall responsibility for maintaining and evaluating our Quality Management System rests with New Beginnings(Rhondda) Ltd Quality Manager with the support of the Managing Director.
- + C.I.W are responsible for carrying out an independent audit of New Beginnings (Rhondda) Ltd Quality Management System on an annual basis.
- + Environmental Health are responsible for carrying out an independent audit of New Beginnings (Rhondda) Ltd on an annual basis.
- + New Beginnings (Rhondda) Ltd Managing Director is responsible for completing all fire safety checks on a daily basis.
- + New Beginnings (Rhondda) Ltd are under the discipline of the Fire Safety Chief who completes checks annually.
- + New Beginnings (Rhondda) Ltd follow the advice & work closely with the public dietician in establishing a healthy working environment for staff regarding their mental health & well-being.
- + New Beginnings (Rhondda) Ltd also follow the advice and work closely with the Public Dietician in establishing healthy routines for children & families by following the healthy & Sustainable pre-school scheme.

Training & Support

We shall ensure that all New Beginnings (Rhondda) Ltd understand and fully implement our Company's policies and objectives and are able to perform their duties effectively through an ongoing training and development programme.

- + As part of their induction to New Beginnings (Rhondda) Ltd, all staff are fully briefed on the Quality Policy, its aims and objectives.

- ✚ New Beginnings (Rhondda) Ltd staff are given full training to ensure they can carry out all functions of their role, as per guidelines set out in our job descriptions and handbooks.
- ✚ Annual appraisals are held for all staff to assess performance and identify training needs.
- ✚ All training needs identified, to ensure quality is maintained, are fed into an overall training plan and assessed and implemented, whilst considering any budgetary constraints.
- ✚ Objectives and action points are reviewed monthly. Informal meetings, discussions are carried out as necessary.

Monitoring & Evaluation

New Beginnings (Rhondda) Ltd will constantly review and improve upon our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our families.

New Beginnings (Rhondda) Ltd achieves this by:

- ✚ Obtaining Parent/carer feedback through discussion, questionnaires, suggestion boxes & the online journal
- ✚ Conducting an annual parent/carer survey relating to Quality of Care
- ✚ Closely monitoring our compliments and complaints procedure
- ✚ Quarterly management review meetings to assess and agree actions to amend and improve quality management system
- ✚ Internal Auditing of departments twice a year
- ✚ Yearly Audit by external provider
- ✚ Help, Support & audits by the public Dietician

New Beginnings (Rhondda) Ltd is committed to operating continuously to the highest possible quality standards and will maintain the necessary Quality Approvals consistent with our customer requirements.

New Beginnings (Rhondda) Ltd Health & Safety Policies & Procedures



New Beginnings (Rhondda) Ltd.

Health & Safety Policies & Procedures

Escorting

Collection of Children Policy
Vehicle Transport
Permission of Restraint at Club
Permission of restraint at Nursery

Routine

White board policy
Routines policy
Parents as partners
Settling in
Sleep/Rest policy
Out of School club toileting
Nursery toileting

Protection

Procedure for child who is missing
Whistle blowing
Check list for reporting child abuse
Safe guarding children flow chart
Child protection flow chart procedure for allegation of a staff member
Child Protection Policy
Concerns about prams in the corridor
E-Safety
Lone Worker
Smoke free policy
Sun Protection Policy
Confidentiality policy
Data protection
Mental Health & Well Being Policy
Alcohol Policy

Behaviour Management

Dealing with discriminatory behavior
Policy on rules concerning children's behavior at club
Biting/Bullying Policy
Managing Behavior

Food & Nutrition

Breast feeding Routine
Food/ Feeding routine
Weaning Policy
Healthy Food Policy
Dietary requirement Chart
Menus
Health & Safety in the kitchen
Kitchen safety charts

Safety

New Beginnings Outings Policy
Fire Instructions
Buddy System
Abusive Parents
Hand Hygiene
Health & safety Statement
Health & Safety Officer
Procedures
Heating safety Policy
Risk Assessment Policy
Safety Practice
Security

Staff Ratio
Bomb Scare

Managing & Measuring Staff performance
Quality Management Techniques

Accident Policy and Procedure

Infection control
Asthma protocol
How to act in an emergency
Medical Declaration
Medical policy
Sickness policy
First aid training
Accident and Incident investigation
Hazard analysis
Medication form
Medicine slip
Exclusion policy
Immunisation

Return to work Policy
Return to work interview form

Cleaning

Laundry Policy
Changing Bin Policy
COSHH List
Examples of cleaning records

Staff, Student & Volunteer Policies & Procedures

Mental Health & Well-Being
Alcohol & drugs policy
Harassment and bullying at work policy
and procedure
New Beginnings (Rhondda) Ltd Code of
Conduct Policy
Implementation Policy
Manual Handling
Ladder Procedure
Suitable Person Policy
Student Policy
Student Induction Topics
Disciplinary procedures
Job Descriptions

Reviewed: June 2019 Review: June 2020



New Beginnings (Rhondda) Ltd health & safety Policies

Escorting

1. Collection of Children Policy
2. Vehicle Transport
3. Permission of Restraint at Club
4. Permission of restraint at Nursery

Reviewed: June 2019 Review: June 2020



CSSIW Number: W07-1147
Company Number: 6534372

Collection of children policy

Purpose

- ✚ The safeguarding of children
- ✚ The Safeguarding of Staff
- ✚ Security & peace of mind for parents/carers
- ✚ For Parents to see the staff photos
- ✚ To ensure the safe & correct collection of children
- ✚ To ensure the safe journey

Policy Statement

The staff selected as escorts for new beginnings will have provided 3 - 5 evidences of identity, DBS's, references, CV's & qualifications. Supervisory sessions take place termly and self-appraisals annually.

The responsibility of the escorts is to:

- Introduce themselves to the school teachers & parents
- Ensure the children's & staff safe journey and arrival
- Ensure all the relevant communication has taken place with the Managers in charge of school runs, teachers and parents before the escorting begins.
- Ensure he/she has relevant things for the outing
- Keep up good communication with parents
- Store the phone numbers of those you escort on your works mobile for emergencies

The responsibility of the parent is to:

- Ensure all policies have been read and the contract has been filled in
- Ensure they have taken the necessary steps in informing the teachers that the escort from New Beginnings will be picking the child up.
- Ensure the correct plan has been discussed with the manager regarding school drop off, pick up, times etc.
- Ensure that you telephone the setting as early as possible if you would like a change to be made to the contracted days and times as this could take a long time to set up if staff members need to be called into work.
- Keep communicating with the escorts and staff team.

Reviewed: June 2019 Review: June 2020



- Ensure the staff team is aware of any family problems that may disrupt the child and/or cause trouble on the school run.
- Ensure staff is aware of those family members not permitted to have any contact or communication with the child.

Please be aware that once escorting has been set up, children will not be allowed to go with family members, friends or others if they see them down the school unless we have permission from the 2 main care givers (parents/carers), even if it's a close relative that we know like a grandmother. We must have permission for this beforehand, on the day.

Please note:

Under the Children's Act 1989, parents do not lose parental responsibility except through an adoption order. This means that divorced parents retain rights of contact with their children unless the courts have made an order that they should not do so. Play workers therefore do not have the right to stop divorced parents from collecting their children unless they are aware of a court order preventing contact between the parent and child/ren.

This situation would apply in the same way if the parents were in the process of separating. A mother's/father's request that the child/ren do not go home with their father/mother cannot be guaranteed unless there is a court order preventing him/her having contact with them.

Parental responsibility is given to both parents if they are married when the child is born. Otherwise only the mother has parental responsibility. An unmarried father can acquire parental responsibility through a court application, as can a guardian, grandparents etc.

Escorts



Andrea Jones Bethan Evans Sarah Hatter Karen Davies

Reviewed: June 2019 Review: June 2020



CSSIW Number: W07-1147
Company Number: 6534372

Procedure

- ✚ Club booklet to be given to each school we serve
- ✚ Identity tags to be worn at all times
- ✚ Children will be collected from school playground / designated area by the Play leader and Play workers and escorted safely to New Beginnings Club premises.
- ✚ Staff must communicate with management daily and have a relevant updated list of their children, schools and information

The school children and teachers will know the Play Workers, or in the case of new workers they will be first introduced by photograph or in person when possible.

In case of walking escorts, there will be a ratio of 1: 6 staff to children under 8 & 1: 10 children 8 - 10. The escorts will have a list of children to be collected and the children's names will be checked off before leaving the premises. Escorts will only leave when they are satisfied they have everyone. In all circumstances the escorts will have relevant checks carried out to comply with social services fit person's status.

If a parent or carer has failed to collect their child, said child will not be left unsupervised / the duty officer at Social Services will be informed if a child is not picked up from the Club if we cannot contact the parents or emergency contacts.

Work mobile phones to be carried at all times to ensure that base/emergency services/parents can be contacted in an emergency / change of circumstances. Mobiles phones to be checked for charge and top up daily.

Personal Phones must not be carried with you, please store in the staff room

Parents must give the names of all persons authorized to collect their child on the registration form and only persons named will be able to take the child, unless the Play Leader has known prior arrangements in exceptional circumstances.

On collecting your child from New Beginnings setting, the person collecting a child must approach a club worker so that the club workers know who is being collected, and by whom, and can sign the children out.

Parents must notify the club in good time about attendance / non-attendance of their child.

In case of parent / carer failing to collect their child, the club Play Leader will call the partner or emergency contact to come to the club to take the child home.

If a parent is unreasonably late in collecting their child without contacting the club to inform us of any unexpected delays, or is persistently late a charge will be made.

Parents should be in a fit state to collect their child/ren. If a parent arrives in an "unfit" state, through for example, alcohol or drug use, the worker should notify the Duty Officer at Social Services (01443) 431513 and should refuse to hand over child/ren to the parent.

Vehicle transport

Purpose

To provide safe transport

To give information

To List the schools we take and collect from

To gain understanding as a staff team on vehicle transport safety.

Policy Statement

Subject to demand children may be collected from:

- ✚ Bronllwyn Welsh School
- ✚ Treorchy Primary School
- ✚ Gelli Primary School
- ✚ Ton Infants School
- ✚ Ton Pentre Junior School
- ✚ Williamstown Primary School
- ✚ Pontrhondda Primary
- ✚ Bodringallt English School

We would consider collecting from other schools if the need arises.

PROCEDURE

The school and Children will know the drivers of the vehicle.

Mini bus or taxi provision is the responsibility of the parent to arrange and must be paid for separately, as this is a private arrangement between the parent and transport provider.

Reviewed: June 2019 Review: June 2020



There will be set rules for appropriate behaviour discussed by the specific escort before travelling in the car or on public transport that the children must follow.

It is the duty of the escort to ensure seatbelts will be worn at all times

It is the duty of the escort to ensure appropriate car seats or booster seats will be used at all times as appropriate, please see chart for details.

It is the duty of the escort to ensure the children are safe at all times.

It is the duty of the escort to ensure the car is safe for children to sit in and there are no items or objects that could harm the child.

It is the duty of the escort to ensure there is enough petrol in the car.

It is the duty of the escort to create an atmosphere in the car that empowers the children to make good decisions whilst he/she drives through discussions, songs, questions.

It is the duty of the escort to ensure they have a charged, working mobile phone for emergencies and communication plus a first aid kit.

It is the duty of the escort to keep their first aid kit fully serviceable with everything they may need. It is the escort's duty to understand and know what is needed in the first aid kit. (See first aid kit policy)

Child safety locks are put on, if the car has them.

All staff / drivers must have all the relevant checks

The driver must have a current driving license

No smoking in or around the car

No smoking within 30 minutes of contact with the children: driving or passenger.

The car must have a current M.O.T. certificate, Tax Disk and Insurance

Measure each new child / fun time for the car seat chart/ Log measurements / keep in file to hand

Collect information / law on car seats / keep in file to hand.

Reviewed: June 2019 Review: June 2020



[illegible]

Permission of Restraint



Purpose

To update and give information to parents on what restraint is and why we use the technique.

Policy Statement

Due to changes in practice we now need to have written consent from all parents that we are able to restrain your child to ensure the safety of your child whilst they are in our care. If you are happy for us to do this please sign where appropriate in your contract.

Procedure

During your child's stay with us there may be times when we will need to restrain your child for their safety.

Restraint means to restrain/ stop your child, such as:

- ✚ strapping your child into a buggy to ensure they are safe on an outing
- ✚ using wrist straps / harnesses on outings
- ✚ Holding hands during outings, crossing roads etc.
- ✚ Strapping your child onto the outings Fire evacuation Walkodile
- ✚ Strapping your child into a car seat
- ✚ If your child has a particular need that may require more physical contact such as holding hands, legs so that they are not at risk of hurting themselves or other children (these particular issues would be discussed with parents and action plans would be agreed on and put into place)

Routine

1. White board policy
2. Routines policy
3. Parents as partners
4. Settling in
5. Sleep/Rest policy
6. Out of School club toileting
7. Nursery toileting



White Board Policy

Purpose

- ✚ To ensure the staff understand which board is to be used and read by them.
- ✚ To give information and knowledge about how to use the board.
- ✚ To ensure staff understand that the information on the board is important and crucial in passing on messages for school runs, lists and other things.
- ✚ To ensure staff understand what information to write on the board.
- ✚ To ensure messages are dealt with effectively.

Procedure

Staff work station room / White Board

This white board is used to record the day's school runs and any news regarding the club.

This board gets updated each morning by the management Chris & Gemma. The paper school run list is attached to the board and is changed if there are any changes to escorts or children.

Staff to children ratio can be seen and changes made if necessary.

It is the responsibility of each escort to read the board each day, check all runs are correct and correlate to the weekly register and the paper list. If there are any mistakes the management team must be informed to ensure that mistakes are corrected and that all escorts are aware of any changes to the runs.

Any information given to escorts by parents, school or children must be passed on to the management to ensure no mistakes are made.

Office White Board

The office whiteboard is used for specific messages from staff to Chris and Gemma which may be from parents or other.

Nursery White Board

This white board is used by the Nursery team to record the group list. As the children and staff arrive their names are written onto the white board.

The register list is attached to the board and is checked with the white board to ensure both correct.

If there are any mistakes or changes they should reported to the management as soon as possible.

Reviewed: June 2019 Review: June 2020



It is the responsibility of each Key Worker and Team Leader to ensure that the white board is kept up to date at all times.

Students, volunteers and visitors need to write themselves on the board under the "adults" heading and then recount the total, they must also sign in the visitor's book. When any children, staff member or adult leaves the premises for a short period such as an outing a note would be added to the board explaining where they have gone, how long for, what route taken and if appropriate which mobile phone they have taken. If anyone leaves the premises and are not returning that day their name is wiped off the board the total is recounted and any adults would sign out of the visitor's book. The board is not to be wiped clean until every child and adult has left the building.

Club White Board

This white board is used by the Out of School team to record the group list. As the children and staff arrive their names are written onto the white board.

It is the responsibility of each staff to ensure that the white board is kept up to date at all times.

Students, volunteers and visitors need to write themselves on the board under the "adults" heading and then recount the total, they must also sign in the visitor's book. When any children, staff member or adult leaves the premises for a short period such as an outing a note would be added to the board explaining where they have gone, how long for, what route taken and if appropriate which mobile phone they have taken. If anyone leaves the premises and are not returning that day their name is wiped off the board the total is recounted and any adults would sign out of the visitor's book. The board is not to be wiped clean until every child and adult has left the building.



Fostering Routines Policy

Purpose

To foster and encourage healthy routines
To maintain a safe working environment

Procedures

- ✚ Ensure access and availability to the toilet area throughout the day.
- ✚ Daily tooth brushing routine to be followed.
- ✚ Handwashing to be followed before and after meals.
- ✚ Premises are kept clean.
- ✚ Good practise in hygiene is demonstrated by staff.
- ✚ Fresh drinking water is accessible and available at all times.
- ✚ Suitable facilities are provided for children to sit and eat.
- ✚ Food and drink is properly prepared, nutritious and complies with dietary and cultural requirements & healthy snacks are provided.
- ✚ Children are encouraged to be independent in all routines.
- ✚ All policies are followed.
- ✚ Staff team to speak in a positive, calm, happy tone.
- ✚ Good manners to be applied every opportunity: please and thank you.
- ✚ Fire doors and all doorways and stairs are kept clear.
- ✚ Sign into registers and white boards daily.
- ✚ Staff and children to eat and drink at meal times to keep good health. Good communication within the staff team and with parents and children.

Parents as Partners

Purpose

To work together with Parents for the safety, protection, welfare and developmental matters of the child.

The expectation of both parties is to be familiar with all relevant policies and to have read and understood the policies and procedures of the setting & to have discussed together issues arising from the policies e.g. rules, behavior, child protection, times, payment etc.

Policy Statement

There must be a commitment to a partnership.

Some of the quality issues and policies are:

Behavior management

Payment policy

Accident policy and procedures

Fire evacuation procedures

Weaning / Food and feeding policy

Toileting policy

Restraint policy

Recording devise policy

Procedure

- ✚ Plans will be agreed by Management, Key Workers and parents as the child's observations and individual files are compiled.
- ✚ There are many policies to be familiar with: Child protection
- ✚ Equal Opportunities; general, parent and child
- ✚ Parents as partners
- ✚ Health and safety

There will be staff supervision at all times

Settling in Policy

Purpose

- ✚ To settle new babies and children into the setting.
- ✚ To develop a relationship and trust with parent/carer.
- ✚ To gain knowledge and information from the parent/carer about the new baby's/ child's likes, dislikes, needs.
- ✚ For the Key Worker to become familiar with the child/ren and family's needs.
- ✚ For the parent/carer to have the opportunity to see the routines of the setting.
- ✚ Time for questions, concerns to be discussed.
- ✚ The child/ren to become familiar and settled with the staff, peers and routines at New Beginnings (Rhondda) Ltd
- ✚ Settling in periods to be paid for

Procedure

- ✚ Appropriate times are set for the family to visit the setting and spend time with us.
- ✚ The parent is encouraged to gradually leave the child/ren for short periods until the child is settled to stay.
- ✚ The parent will have an insight to the Nursery day.
- ✚ The child will be familiar with the Key worker, staff team, peers, routines, foods etc.
- ✚ Children to be settled one at a time whenever and wherever possible.
- ✚ Settling in fee to be discussed and agreed before settling in period starts

PROTECTION- All visitor's will be asked to ensure they do not touch, help, sit alongside or in any way have contact with any children other than their own.

Staff must ensure that at all times when a visitor is at the setting that the staff are at hand to help, support, work / play with the child/ren in their care and there is no need for any visitors to have close contact with other children.

Sleep/Rest Policy

Purpose

To ensure every individual child will have the opportunity to rest / sleep during the day.

To ensure sleep / rest patterns are to meet the individual family routines.

Procedure

- ✚ Appropriate clean and safe individual equipment to be on hand: bed mats, cots, prams & buggies / blankets (numbered for each child).
- ✚ Individual sleep / rest plans followed and logged.
- ✚ Sleep patterns logged / sleep chart. Patterns logged on daily report. Signed and dated.
- ✚ Staff member to attend the sleep room and monitor the children, logging every 10 minutes. Child's breathing, color & temperature, checked: Signed and dated.
- ✚ Children not to be left unattended. Beds, cots buggies at least 18 inches apart.
- ✚ The equipment is to be kept clean and neat.
- ✚ Appropriate lighting, atmosphere, quiet area and temperature (20 degrees c).
- ✚ Room safety: smoke / fire alarms and extinguishers in working order and route clear / hazard analysis kept.
- ✚ Individual comforters used: dummies, blankets, teddies etc.
- ✚ All remaining staff and children to be mindful of sleeping children and use it for restful, quiet activities a safe distance by separating the areas from those sleeping preferably in the cloak room.
- ✚ All children to be seen visibly by staff, prams to be turned in a way that the children are clearly seen.
- ✚ Children are to be held/supervised and continually watched while drinking their bottles.

Out of School Club Toilet Policy

Purpose

To give parent's relevant information & a sense of their child's security
To ensure staff understand and follow policy and procedure in toilet matters for children.
To safeguard children and staff

Policy Statement

There are two toilets downstairs in afterschool club in which the children can have access. If the child needs a little assistance with toileting to begin with, please let a member of staff know. If a child's independence skills need to be built upon such as, toilet skills, we implement star charts, assistance and encouragement. Unless you tell us that the child needs assistance we will assume your child can go back and forth to the toilet independently.

Procedure

- ✚ Staff will encourage & remind your child to go to the toilet, wash and dry hands.
- ✚ We encourage good toileting routines with sticker / reward charts.
- ✚ Children are permitted to go back and forth to the toilets as often as they need without asking.
- ✚ Children must understand the rules which state that children must not go upstairs without asking.
- ✚ Those children needing help can ask when they need to use the toilet, and a staff member will encourage and help the child with toileting from the doorway of the toilet.
- ✚ A staff member will not go into the toilet area with the door closed. Doors are closed when the children are using the toilet.
- ✚ If children are unable to ask to use the toilet, a toilet / communication plan will be set up after discussions with the parents/carers.
- ✚ It is the parents/Carers responsibility to discuss specific needs in order for a plan to be made.
- ✚ It is the parents/Carers responsibility to ensure the child has spare clothes if accidents occur.
- ✚ When a new child starts Club it is the staff member's responsibility to read the child's file and plan.



Nursery Toilet & Nappy changing Policy

Purpose

- ✚ To give information & a sense of their child's security to parents
- ✚ To ensure staff understand and follow policy and procedure in toilet matters for children.
- ✚ To safeguard children and staff

Policy Statement

New Beginnings is dedicated to encouraging little ones to reach their potential before they reach school. Our procedures have been put in place to safeguard the children and the staff. There are two toilets and several potty's to which the children can go whenever they would like. Toilet trips are just through the corridor from the nursery room, and the children go with a staff member usually in groups of 4.

Procedure

- ✚ There are several toilet trips throughout the day to encourage good habits rather than little accidents because they are too busy playing.
- ✚ Staff will encourage the children to go to the toilet, pulling down underwear, sitting on toilet, flushing the chain, wash and dry hands with verbal praise, stickers & sticker / reward charts.
- ✚ The staff member monitors the two children on the bench outside the toilet and the two inside the toilet by standing by the sinks to observe the two groups and giving help or guidance if needed.
- ✚ The two small children's toilets have doors on and can be closed when the children go in if they want to. The large toilet doors on the outside must always stay open.
- ✚ Children are taught to flush the chain, wash and dry their hands.
- ✚ Nappies are changed several times throughout the day and recorded on the baby's individual daily report for parents to monitor bowel & urine movements of the baby. Nappies are changed in the specific nappy changing area to which the door must always stay open.

- ✚ For each nappy change; staff ensure new disposable gloves & new disposable aprons are worn and wash hands before and after nappy changing. Disposable aprons & gloves are immediately disposed of after each use.
- ✚ NO students are to accompany a child to the toilet alone or change nappies.
- ✚ Please ensure all parents/carers fill in record of nappy & wet wipe preference.
- ✚ At New Beginnings we use fragranced free wet wipes and Tesco, Asda's and Lidl's brand nappies unless parents request otherwise.

Protection

1. Procedure for child who is missing
2. Whistle blowing
3. Check list for reporting child abuse
4. Safe guarding children flow chart
5. Child protection flow chart procedure for allegation of a staff member
6. Child Protection Policy
7. Concerns about prams in the corridor
8. E-Safety
9. Lone Worker
10. Smoke free policy
11. Sun Protection Policy
12. Confidentiality policy
13. Data protection
14. Mental Health & Well Being Policy
15. Alcohol Policy

Safeguarding Policy Statement

Christine Morris, Managing Director is designated to take lead responsibility for safeguarding children in the setting and identify, understand and respond appropriately to signs of possible abuse and neglect.

We train all staff to understand our safeguarding policy and procedures, and ensure that all staff has up to date knowledge of safeguarding issues. Training made available by us enables staff to identify signs of possible abuse and neglect at the earliest opportunity, and to respond in a timely and appropriate way. These may include:

- ✚ Significant changes in children's behavior;
- ✚ Deterioration in children's general well-being;
- ✚ Unexplained bruising, marks or signs of possible abuse or neglect;
- ✚ Children's comments which give cause for concern;
- ✚ Any reasons to suspect neglect or abuse outside the setting, for example in the child's home; and/or
- ✚ Inappropriate behavior displayed by other members of staff, or any other person working with the children. For example: inappropriate sexual comments; excessive one-to-one attention beyond the requirements of their usual role and responsibilities; or inappropriate sharing of images.

New Beginnings regard to the Government's statutory guidance 'Working Together to Safeguard Children 2013'. If providers have concerns about children's safety or welfare, they must notify agencies with statutory responsibilities without delay. This means the local children's social care services and, in emergencies, the police.

All concerns are to be taken to Christie the Manager and she will then contact

MASH - Multi Agency Safeguarding Hub

It is a point of contact for all safeguarding concerns regarding children and young people. It brings together expert professionals, from services that have contact with children, young people and families, making the best possible use of their combined knowledge to keep children safe from risk of harm

MASH is based in Pontypridd Police Station

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Cwm Taff MASH,
Children's services,
Pontypridd Police Station,
Berw Road,
Pontypridd,
CF37 2TR.

Contact details

Tel no. 01443 742928

Email childrens.mash@rctcbc.gsxgov.uk

Email childrens.mash@merthyr.gcs.gov.uk

Out of hours: 01443 425012

Email emergency social worker team :

Email SocialWorkEmergencyDutyTeam@rctcbcgsx.gov.uk

Welsh Government Office
Rhydycar Business Park
Merthyr Tydfil

Safeguarding children regarding photos

Purpose: To protect children's confidentiality.

Scope: Staff & Students

Responsible Party: Christine Morris, Managing Director & team effort.

Policy Statement:

We endeavor to follow this policy in order to safeguard children from harm, to keep the children at our setting safe from things like pornography websites and also to keep staff safe from allegations that may be made against them. By following this policy, we also ensure that only the children with permission from parents are involved in photos for things such as wall displays, advertising purposes, Tapestry (our online journal) & newspaper articles and therefore not causing upsets for families.

Policy Procedure:

- ✚ On the initial visit, parents have the opportunity to give permission during the online registration process for New Beginnings to take photos for: wall displays, advertising, Newspaper articles & Tapestry (Our development program), our website & social media page.
- ✚ Staff Personal Mobile phones, Laptops, I pads & tablets must be stored with their personal belongings on their hook or in the staff room and are prohibited to be taken on the working floor where the children are. These devices must also be kept in the staff room when you are on outings with the children. A works mobile without a camera may be used for outings and school runs.
- ✚ Photos may be taken of the children who have permission from their parents for wall displays, Tapestry (our development program) and advertising on a works device such as a camera or a tablet.
- ✚ Photos may be taken of the children on outings on the works device but photos are prohibited if lone working.

Policy for a child who is missing

Purpose

To ensure staff understand the procedure for a child who is missing, ensuring staff do not act on panic but follow the policy and procedure to set out to find the child in assertiveness as quickly and efficiently as possible.

There are a limited number of situations where a child could be missing and these are:

- ✚ Where a child wanders off on an outing
- ✚ Where a child escapes from the grounds
- ✚ Where a child is taken by an unapproved person

Procedure

Should a child be missing the following action should be taken:

- ✚ Alert the member of staff in charge - if this situation occurs on the premises this person would either be the manager / deputy or if this happens whilst on an outing this person would be the play leader / key worker in charge of the group.
- ✚ The person in charge will then make enquiries of relevant members of staff and children as to when the child was last seen and where.
- ✚ The staff member in charge must delegate which member of staff goes to look for the child and which stays with the rest of the children. This must happen quickly and efficiently.
- ✚ Remember the safety of the rest of the children with regard to supervision and security. Ensure that the remaining children are sufficiently supervised and secure, one or preferably two members of staff should search the building, grounds and immediate vicinity.
- ✚ Discuss quickly between the staff members where each of you will look so that you are not wasting time looking in the same and go to look immediately.

- ✚ As you pass others ask them if they have seen the child describing how he/she looked and what he/she was wearing. Tell them where the group is if they see him/her.

- ✚ If the child cannot be found within fifteen minutes then the police and parents / carers must be informed. The Care Standards Inspectorate for Wales must be informed also.

- ✚ Continue to search, opening up the area, and keeping in touch with mobile phones.

When the situation has been resolved members of staff should review the reasons for it happening and take control measures to ensure that it does not happen again.

Whistle Blowing

Purpose

To ensure staff understand that the term "whistle -blowing" describes an action in which an employee of an organization discloses to an external body - for example the press - some wrongdoing of the organization such as fraud or misleading the public. In such circumstances employees are presented with a dilemma because they have to weigh their duty to their conscience and to society against their duty of confidentiality to the employer (and their family who depend upon their job security). However the Public Interest Disclosure Act of 1998 - otherwise known as "the Whistle-Blowers Act" - does offer protection to employees who make such disclosures.

Policy Statement

The Public Interest Disclosure Act gives protection to Company employees whose work is directed and controlled by the Company. They are protected by the Act if they have reasonable belief that one of the following events has occurred, is occurring or is likely to occur:

- ✚ A criminal offence
- ✚ Child abuse
- ✚ A failure to comply with a legal obligation
- ✚ A miscarriage of justice
- ✚ A risk to someone's health and safety
- ✚ Damage to the environment
- ✚ A concealment of any of the above events

If an employee makes a disclosure under the Act they may well have to justify to a court that they acted in good faith in a genuinely-held belief that the event reported was true and that they were not motivated by personal gain.

The Act provides 3 routes for disclosure.

The first is called "internal disclosure" and this protects employees if they make a disclosure to:

- ✚ The employer
- ✚ The person responsible for the action
- ✚ The Duty officer
- ✚ A legal advisor

The second route is to "prescribed regulators" and this allows employees to report the offence to regulatory bodies prescribed by the Government - e.g. the Health and Safety Executive.

Any employee who fails to report an incident of abuse, or suspected abuse of a child to an appropriate person will have disciplinary proceedings taken against them.

All employees must follow the policies and procedures that are in place and if any member of staff witnesses another employee not following the correct practices and procedures they have a duty to report such incidents to the management team.

No measure of control, restraint or discipline which is excessive or unreasonable shall be used at any time on any child, if any employee has any reason for concern or suspicions about another employee they have a responsibility to report these to their line management or to an appropriate person.

All employees must follow the Whistle Blowing Policy, Checklist / Flow Chart.

The third route "external disclosure" is to bodies such as the Press, the Police or a Member of Parliament. In this case employees will have to show that disclosure was reasonable and that other routes were impracticable for one of the following reasons:

- ✚ The company might take detrimental action against an employee
- ✚ The company might destroy evidence
- ✚ The matter has already been disclosed properly

Procedure

- ✚ Any situation which causes concern because of a belief that an offence has been is being or is likely to be committed should be discussed with the line manager in the first instance.
- ✚ The Whistle-blowing Policy is in addition to individual rights as outlined in the company's Grievance Policy and Procedure.
- ✚ All employees must accept and agree that they have a responsibility to ensure the children in our care receive the highest quality care and that their welfare is always to be considered.
- ✚ As a result of this employee's must report any incidents that raise concerns regarding child protection whoever it may be concerning (colleagues or management).

It is the registered person's responsibility to take disciplinary action or suspension if needed in relation to an employee where appropriate in the interests of the welfare and safety of a child or children.

Check list for reporting abuse

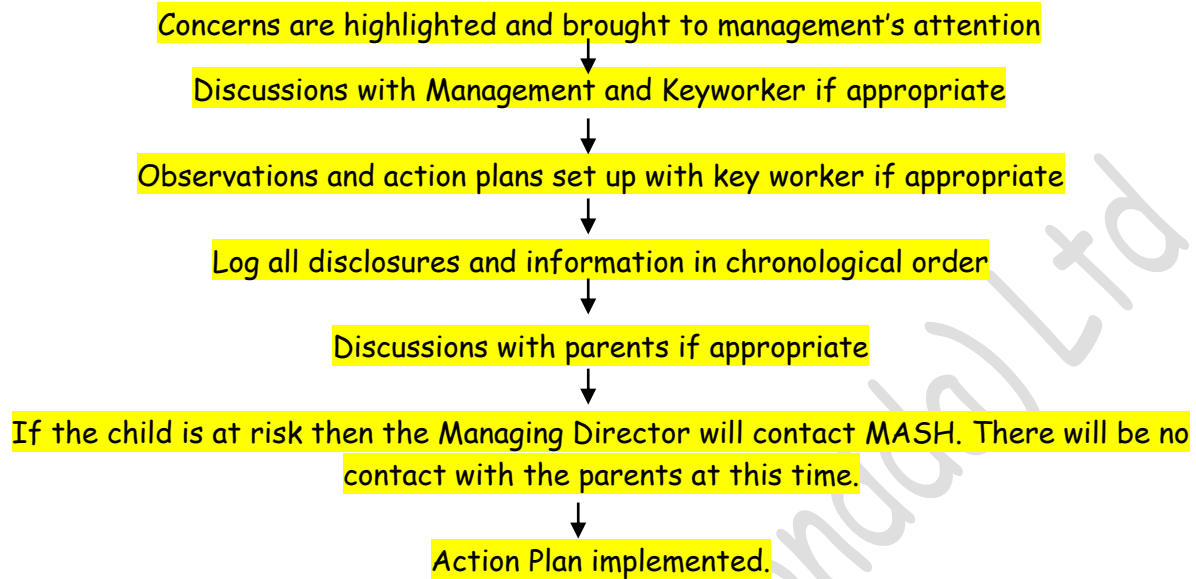
You should have this information to hand when reporting possible child abuse. You must keep this information confidential.

1. Reasons for the concern
2. Are these your concerns or are you passing on those of someone else?
3. Name of child
4. Age & D.O.B
5. Address
6. Full names, addresses and D.O.B / ages of family members, along with any other names which they use or known by
7. Names of those with parental responsibility, particularly absents fathers / mothers
8. Names of other professionals involved with the family, including the name of the child's school and GP
9. Have you spoken to the child? If so what was said?
10. Have you spoken to the parents? If so what was said?
11. Has anyone one been alleged to be the abuser? If so give details
12. Have you consulted anyone else?
13. Any information affecting the safety of our staff

Once all this information has been passed onto to MASH / duty officer we would then follow the advice given to us.

Although we have just made our referral over the telephone we will need to put this referral into writing also and send this along with any other written records if appropriate within 1 month.

Safeguarding Children flow chart

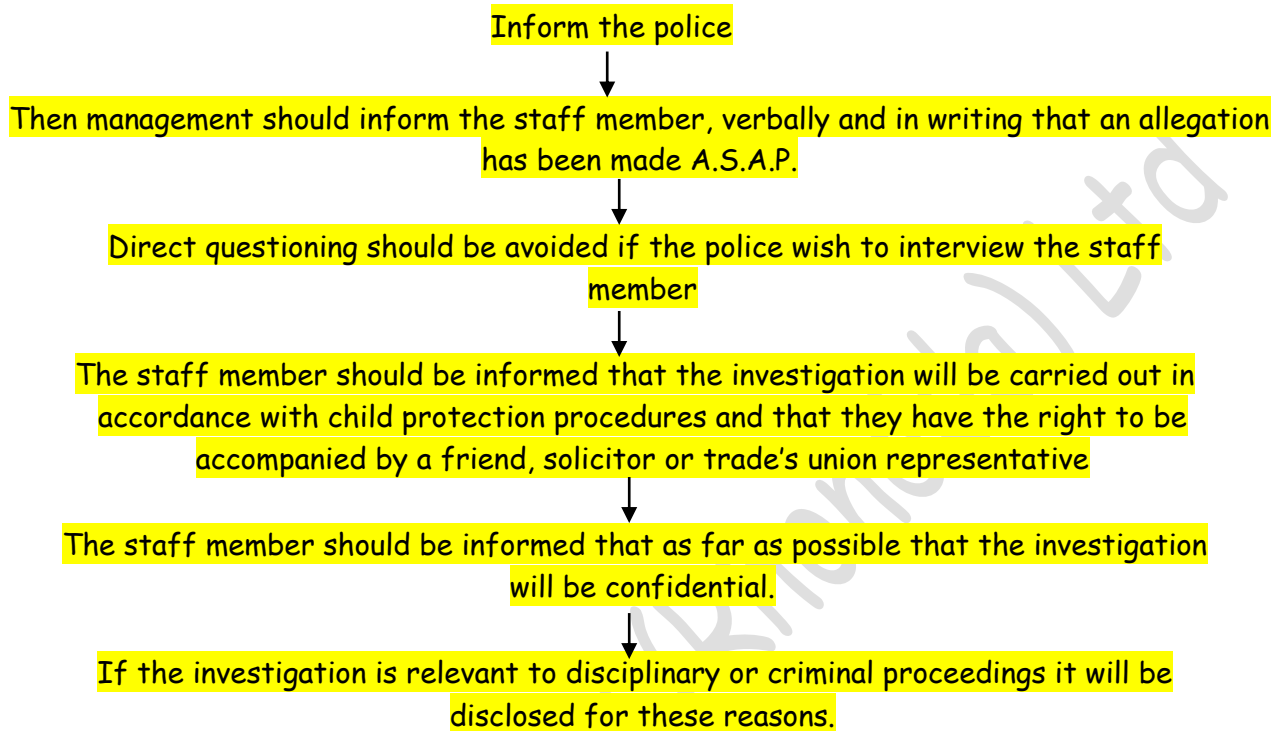


Between 8.30 - 5p.m.
Rhondda - 01443 742928
Email: childrens.mash@rctcbc.gcsx.gov.uk

Police: 999 / 101
NSPCC: 0800 800500
CIW: 0300 790 0126
ACAS - Helpline 0845 7474747

Child Protection flow chart

Procedure for allegation of staff member



**THE
POLICE**

Safeguarding Procedure

Allegation against a Leader

In the event that a team leader, Manager, Deputy Manager, Managing Director has a safeguarding/child protection allegation against them the following procedure is followed:

Inform C.I.W & the police and allow them to deal with the issue in accordance with their procedure along with another senior Leader if necessary.



The Leader/Deputy/Manager/Director must not deal with this issue and must take a time of suspension immediately whilst the issue is being dealt with. There must be a member of staff appointed to take over the role & responsibilities of the staff member who has been suspended.



The Leader/Deputy/Manager/Director should be informed that the investigation will be carried out in accordance with child protection procedures and that they have the right to be accompanied by a friend, solicitor or trade's union representative



The Leader/Deputy/Manager/Director member should be informed that as far as possible that the investigation will be confidential.



If the investigation is relevant to disciplinary or criminal proceedings it will be disclosed for these reasons.

Child Protection Policy

Purpose

To understand Child Protection, New Beginnings Policy and Procedure regarding Child Protection.

Policy Statement

Our setting has a duty to be aware that abuse does occur in our society. This lays out the procedures that will be taken if we have reason to believe that a child in our care is subject to emotional, physical, sexual abuse or neglect.

Our prime responsibility is the welfare and wellbeing of the child in our care. As such we believe we have a duty to the children, parents / main carers and staff to act quickly and responsibly in any instance that may come to our attention.

On the premises we have 3 forms of security:

1. Intercom buzzer system
2. Finger print assess entrance door
3. C.T.V cameras covering all exits (the entrance, garden area and the fire escape) as well as the toddler room.

We have a duty to report any suspicious of abuse to the local authority (Social services). The children's act 1989 places a duty on the local Authority to investigate such matters. The Nursery/ club will follow the procedures set out in the local Authority child protection documents and as such will seek their advice on all steps taken subsequently.

Referrals should be made as soon as a problem, suspicion or concern becomes apparent and certainly within 24 hours.

Procedure

The following are the actions we would take

Physical

Action will be taken under this heading if the staff have reason to believe that there has been a physical injury to the child including deliberate poisoning, where

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there is definite knowledge, or reasonable suspicion that the inflicted or knowingly not prevented.

Procedure

- ✚ Any sign of a mark / injury to a child when they come into club will be recorded, signed and dated (home accident book, chronological records of concerns)
- ✚ Such a discussion and the parent / main carer will have access to such records.
- ✚ If there appears to be any queries regarding the injury, the local authority will be notified.
- ✚ We would follow the advice given to us.

Sexual

Action will be taken under this heading if the staff team have witnessed occasions where a child indicated sexual activity through words, play, drawings or had an excessive pre-occupation with sexual matters or had an inappropriate knowledge of adult sexual behavior.

Procedure

Observations recorded, signed and dated (witnessed if possible)
The observed instances will be reported to the management □ The matter will be referred to the Local Authority.

Emotional

Action will be taken under this heading if the staff team has reason to believe that there is severe, adverse effect on the behavior and emotion development of a child caused by persistent or severe ill treatment or rejection.

Procedure

- Observations recorded signed and dated
- Report back to management
- If appropriate discussion's made with parent / main carer
- Referred to Local Authority

Neglect

Action will be taken under this heading if the staff team have reason to believe that there has been persistent or severe neglect of a child (e.g. by exposure to any kind of danger, including cold or starvation) which results in serious impairment of the child's health or development, including on-organic failure to thrive

Procedure

- ✚ Observations recorded signed and dated
- ✚ Report back to management
- ✚ The concern will be discussed with the parent / main carer
- ✚ Such discussions will be recorded and the parent / main carer will have access to such records
- ✚ If there appears to be any queries regarding the circumstances, the local authority will be notified

Referrals will be made by management but if you bring a concern to the management and they do not act upon it then you must make the referral yourself.

Referrals can be made by telephone, letter or in person. It is recommended that you do this by telephone and have the "Checklist for reporting a child protection issue" sheet with you as you will need all the information to hand.

All telephone referral and those made in person should then be confirmed in writing within 2 working days, using a standard form where possible and attach any written records of the disclose if appropriate.



Safety Policy regarding prams

Regarding our inspections from CIW & Fire Officer in the past:

One issue highlighted by both agencies was the storage of prams, buggies and other equipment. We are unable to store the buggy's etc. in the cloakroom or corridors and must fold them away. Due to shortage of room and amount of buggies we have to put them in the buggy park in the day.

We disclaim any damage that happens to your equipment left at New Beginnings.
Please leave any items at your own risk.



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E-Safety, Networking & Mobile phone policy

Purpose

- ✚ **E-Safety** concerns safeguarding children, young people and staff in the digital world.
- ✚ **E-Safety** emphasizes learning to understand and use new technology in a positive way.

Policy Statement

This policy encompasses not only the internet technology but also electronic communications via mobile phones and wireless technology. The policy will help support and protect children, young people and staff when using technology in the setting.

Education on risk and responsibility is part of the "duty of care" that applies to everyone working with children.

All staff needs to understand the significance of e-safety which highlights the importance of safeguarding children and keeping them safe which is of paramount importance. E-safety reflects the importance it places on the safe use of information systems and electronic communications.

Procedure

Staff must be made aware of the potential risks of using social networking sites at home e.g. Face Book and the importance of considering the materials they post and how unsuitable materials may affect their professional status.

The internet is an unmanaged, open communications channel. All staff needs to protect themselves from legal challenge and ensure they work within the boundaries of professional behavior. They must ensure that they:

- ✚ Comply with legal legislation
- ✚ Use the internet in an acceptable way
- ✚ Do not create unnecessary business risk to New Beginnings (Rhondda) Ltd by misuse of the internet.
- ✚ Understand they represent New Beginnings and ensure behavior is acceptable when using social networking sites out of work.

In particular the following is deemed unacceptable use of behavior of staff;

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- ✚ Visiting internet sites that contain obscene, hateful, pornographic or otherwise illegal material.
- ✚ Using the internet to send offensive or harassing materials to others.
- ✚ Publishing defamatory and / or knowingly false materials about New Beginnings (Rhondda) Ltd, your colleagues and/or our customers on social networking sites.

- ✚ Staff, students and volunteers must not speak about any child, staff member, student, or volunteer or about the business at any time, whether this is on the internet or not.

- ✚ Staff personal mobile phones must be stored in the staff room and not used during work hours unless it's an emergency. The setting has a telephone/mobile for incoming and outgoing calls; this number may be given by staff as a work/emergency contact number for incoming calls only.

- ✚ If a member of staff is expecting an important call, then their mobile telephone may be switched on but must not be kept on the person. Permission may be sought from the Manager who will agree and determine a suitable area or place where the telephone is accessible should the need arise.

- ✚ Inappropriate use of any telephone, mobile, internet or networking site can have a negative impact on staff productivity and the reputation of New Beginnings (Rhondda) Ltd. Where it is believed that a staff member has failed to comply with this policy, they will face a disciplinary penalty ranging from a verbal warning to dismissal.

- ✚ All children must be supervised by a member of staff while using lap tops and computers.

- ✚ Social Networking sites are prohibited from being used at New Beginnings by the children.

- ✚ Taking photos on personal mobiles or devices is prohibited at New Beginnings.

- ✚ The E-safety policy must operate in conjunction with other nursery policies including Behaviour, Child Protection and Confidentiality.

Lone Working Policy

Purpose

To ensure that parents understand that Lone working can sometimes not be avoided throughout the daily running of our setting. Sometimes staff will be alone in the nappy changing area, toilet area, sleep area, on outings and school runs.

Policy Statement

Even though there maybe times staff work alone with a child or a group of children whilst on the premises, the 2 play rooms upstairs are joined so to allow others to hear what is being said and done and there is some vision between rooms, the downstairs setting is the same.

Toilets upstairs and downstairs are situated in corridors so there is also opportunity to be heard and seen.

There is a C.T.V operation in place there are cameras showing the entrance of the building, the toddler room, the garden area and the fire escape

Procedure

All staff has DBS checks every 3 years and has relevant qualifications and experience. This system is in the process of change and the checks may be updated annually. All relevant evidences, medical declarations, C.V.'s with no gaps and staff references will be kept on file.

In general staff only works alone with children that have settled into the setting and with who they have bonded.

Work mobile phones are to be carried at all times on outings to ensure safety: call for the emergency services, help, accidents, to be in contact with base. The mobiles must be checked for charge and top up as required. All work mobiles must not have a camera.

If any member of staff, lone works in the building the following happens:

- ✚ The lone worker will notify line management of the area in which they are going to be working alone

- ✚ The lone worker will notify line management of how many child/ren, and who they are going to be lone working with
- ✚ The lone worker will notify line management of the estimated time they are going to be lone working

If any member of staff lone works off the premises the following happens:

- ✚ The lone worker will notify management of their planned route
- ✚ The lone worker will follow the route planner
- ✚ The lone worker will notify management of the names, numbers and needs of their child/ren
- ✚ The lone worker will take the work mobile phone at all times
- ✚ The lone worker will contact the manager of any change in arrangements
- ✚ The lone worker will keep in contact with base
- ✚ The lone worker will have all relevant checks and qualifications
- ✚ The lone worker will follow the "Reverse Drill". Password "Chris is having a baby"
- ✚ The lone worker will ensure he/she is fit for the outing
- ✚ The lone worker will carry identification / contact details on them
- ✚ The lone worker will be ensure to follow and carry out risk assessment during the outing
- ✚ The lone work will keep in staff ratio numbers for outdoors:

Under 2's = 1:3

2- 3 years = 1:4

3- 7 years = 1:8

8-12 years = 1:10

Smoke Free Policy

Purpose

It is the policy of New Beginnings (Rhondda) Ltd that our workplace is a smoke free environment.

With effect from 2nd April 2007 smoking is prohibited throughout the entire workplace / setting with no exceptions. This policy applies to all employees, visitors and contractors.

Policy Statement

This policy has been developed to protect all children, employees and visitors from exposure to second hand smoke and to assist compliance with the smoke free provisions of the Health Act 2006 and the related regulations for Wales which came into force on Monday 2nd April 2007

Exposure to second hand smoke, also known as passive smoking, increases the risk of lung cancer, heart disease and other illness. Ventilation or separating smokers and nonsmokers within the same airspace does not stop potentially dangerous exposure.

Responsible Party

Overall responsibility for the policy implementation and review rests with Christine Morris: The Registered Person.

All Staff, Students, and Parents are obliged to adhere to and facilitate the implementation of the policy.

Procedure

- ✚ The Management team shall ensure that all existing employees, students and visitors are made aware of the policy and their role in the implementation and monitoring of the policy. The employer will also ensure that all new employees are told in the induction.
- ✚ Non Compliance
- ✚ Local disciplinary procedures (see flow chart overleaf) should be followed if staffs do not comply with the policy.
- ✚ We can provide help in stopping smoking.
- ✚ The following sources of support are available for smokers who want to stop:
Smokers Helpline Wales: 0800 169 0 169: provides advice and self-help materials.
It's a free local service providing support and counselling.

Sun Protection Policy

Purpose

To protect our children and adults from the harmful rays of the sun.

Procedure

- ✚ Child to be checked and observed at the beginning of the day to ensure they are not suffering from the effects of the sun: sunstroke or sunburn. If there is evidence of this it must be discussed with the Manager, noted in diary, discussed with parent immediately it is realized and the child not taken on an outing. The child must be sent home if he/she is unwell. The skin may be sore, red to touch and or blistered.
- ✚ Sun cream must be administered if the child is going out in heat, sun or light, bright days: the child's own sun cream to be used.
- ✚ Instructions on each tube of cream must be followed for each application.
- ✚ Staff must wear gloves to administer the sun cream and change the gloves for each application/child.
- ✚ The child must wear a sun hat if he/she is going out in heat, sun or light, bright days: the child's own hat to be used preferably.
- ✚ If possible the child should be kept in the shady areas when possible to walk and play.
- ✚ Staff to be aware of the differing needs of the children: Kew Worker system. The information is to be logged and stored in the child's file.
- ✚ It is the parent's responsibility for the child to have a hat, sun cream, glasses and valid information.
- ✚ Time outdoors should be limited.
- ✚ Regular/extra drinks should be given through the outdoor session: water.
- ✚ All children to be monitored and observed through the outdoor session for signs of burning or sunstroke: redness, tiredness, lethargy, headache, crying.
- ✚ High sun times must be avoided.
- ✚ Staff team must wear sun hat, cream, drink plenty of water while on outdoor session: good role model and practice. Each staff must ensure they do not burn or expose themselves to the sun: sunstroke: responsible for their own health.
- ✚ Parent responsibility to provide the child with all necessary things for an outing such as hat, sun tan lotion, appropriate clothes.

Confidentiality Policy

Purpose

- ✚ To ensure those who use and work in the setting understand the importance of confidentiality.
- ✚ To ensure staff keeps all information regarding those in the setting and what they hear & see in the setting confidential.
- ✚ To ensure families, children & staff are protected in this way.

Procedure

- ✚ Parent and carers will have access to files and records of their own children but will not have access to any other children.
- ✚ Notice and an appointment must be made to discuss the reading of their children's file.
- ✚ Staff will not discuss individual children (letter, photo, email, telephone, Face book etc.) outside service building or time. Staff to discuss individual children in-house only
- ✚ Any anxieties / evidence relating to a child's personal safety will be kept in a confidential file and will only be discussed with relevant people at the appropriate time.
- ✚ Issues related with employment of staff, whether paid or unpaid will remain confidential to the people directly involved with making personal decisions.
- ✚ Students on recognized courses in child care will be advised about our confidentiality policy and required to follow it.

Data Protection Information

To whom does this apply?

- ✚ Any employee of New Beginnings (Rhondda) Limited
- ✚ Any Student, volunteer
- ✚ Any Parent/Carer
- ✚ Any Child

Why do we have this policy?

- ✚ Employer's needs to hold records that enable them, for example, to keep under review the ability of the employees to undertake work they are employed for. Any Employer who holds personal information relating to its employees must adhere to the legal requirements imposed by the Data Protection Act 1998.

Personal Information

- ✚ This is any manual or electronic from which it is possible to identify a particular employee. This may be by way of an index and/or personal identifier. For example, for example any form record".

Who may keep your personal information

- ✚ An employee's personal information will only be established and maintained by **Christine Morris**, Managing Director & Gemma Rees Manager.

Sensitive personal data

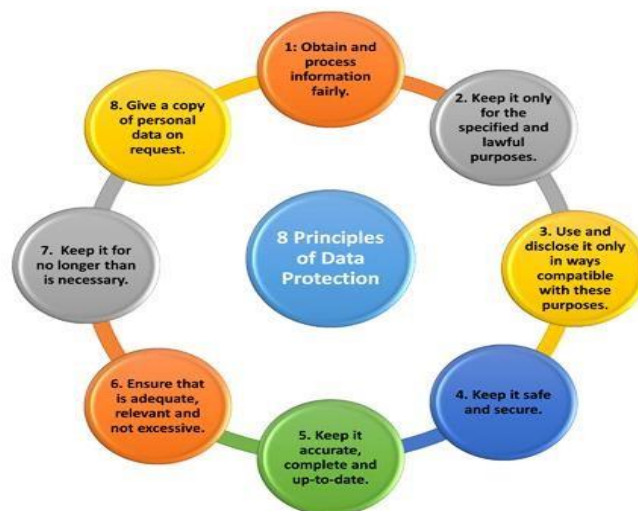
- ✚ The Data Protection Act 1998 defines "sensitive data" as personal information which leads to employees:
 - ✚ Racial or ethnic origin
 - ✚ Political opinions
 - ✚ Religious beliefs or other beliefs of a similar nature
 - ✚ Membership of a trade union
 - ✚ Physical or mental health or condition
 - ✚ Sex life

- ✚ Commission or alleged commission of any offence or any proceedings or the sentence of any court in such proceedings.
- ✚ The Employer will only process sensitive personal in specified circumstances, for example ethnic monitoring and express consent of the employee will be obtained.

Access to personal information held about you

- ✚ You may request details of personal information we hold about you. Please send such requests to Christine Morris
- ✚ Employees will have the right to access personal information held about them normally within 10 working days of the Employer receiving their written request. Access will
 - ✚ Be by arrangement / appointment.
 - ✚ Records stored will be kept confidential, stored appropriately and destroyed when no longer necessary.

If you believe that any information we hold about you is incorrect or incomplete, you Should write without delay to Christine Morris. Any information which is found to be in correct will be corrected promptly.



Behavior Management

1. Dealing with discriminatory behavior
2. Policy on rules concerning children's behavior at club
3. Biting/Bullying Policy
4. Managing Behavior

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Dealing with discriminatory behavior



Purpose

We have a duty to create and implement strategies in the setting to prevent and address all discriminatory behavior. Such strategies include:

- New Beginnings records all incidents relating to discrimination on any grounds.
- All recorded incidents are reported to the children's parents, and when appropriate to the registering authority.
- Parents have a right to know if discrimination occurs and what actions the setting will take to tackle it.

Types of discrimination

Age	Physical disability	Ancestry
Sex	Criminal conviction	Political belief
Race	Aboriginal origin	Marital status
Gender	Social condition	Social disadvantage
Colour	Sexual orientation	Family status
Creed	Mental Disability	Language
Religion	Source of Income	Citizenship
Ethnicity	Linguistic background	Civil Status
Pregnancy	Gender identity	Nationality
Irrational fear of illness or disease		Place of origin

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Direct discrimination occurs when someone is treated less favorably than another person because of a protected characteristic.

Discrimination by association occurs when there is a direct discrimination against a person because they associate with a person who has a protected characteristic

Discrimination by perception occurs when there is a direct discrimination against a person because they are perceived to have a protected characteristic

Indirect discrimination can occur where a provision or measure is in place which applies to everyone in the organization but particularly disadvantages people who share a protected characteristic

Harassments defined as "unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual"

Third party harassment is the harassment of one of your employees by a third party not employed by the setting

Victimization occurs when an employee is treated badly or put to detriment because they have made or supported a complaint or raised grievance under the Equality Act 2010 or have been suspected of doing so.

Protected Characteristics

The nine protected characteristics under the Equality Act 2010 are:

1. Age
2. Disability
3. Gender reassignment
4. Race
5. Religion or belief
6. Sex
7. Sexual orientation
8. Marriage and civil partnership
9. Pregnancy and maternity

Incidents may involve a small or large number of people, they may vary in their degree of offence and may not even recognize the incident has discriminatory implications; or at the other extreme their behavior may be quite deliberate and blatant

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Examples of discriminatory behavior are:

- ✚ Physical assault against a person or group of people
- ✚ Derogatory name calling, insults and discriminatory jokes
- ✚ Graffiti and other written insults
- ✚ Provocative behavior such as wearing badges and insignia and the distribution of discriminatory literature.
- ✚ Threats made against a person or group of people because the nine protected characteristics listed above.
- ✚ Discriminatory comments included ridicule made in the course of discussions.
- ✚ Patronizing words or actions.

Procedure

- ✚ All staff should be constantly aware and alert to any discriminatory behavior or bullying taking place.
- ✚ Staff must intervene firmly and quickly to prevent any discriminatory behavior or bullying, this may include behavior from parents.
- ✚ Any allegation should be taken seriously and reported to the management.
- ✚ Each incident should be investigated and recorded in detail as accurately as possible. This record should be available for inspection by staff, inspectors and parents where appropriate, on request.
- ✚ The management is responsible for ensuring that incidents are handled appropriately and sensitively and kept on file. Any pattern of behavior should be indicated. A perpetrator / victim's initials maybe used in the record but no names as information on individuals is confidential.

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- ✚ Where an allegation is supported following an investigation the parents of the child (Ren) who are perpetrators and / or victims should be informed of the incident and of the outcome.
- ✚ Continued discriminatory behavior or bullying may lead to exclusion but such steps should only be taking when other strategies have failed to modify the behavior.
- ✚ Adults found to be perpetrators must be reported immediately to the management and where such adults are employees and such allegations are substantiated after investigation, appropriate disciplinary action shall be taken which can include dismissal.

Discriminatory behavior or bullying needs to be recorded to ensure that:

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

New Beginnings staff guidelines.

All staff should be alert and seek to overcome any ignorant or offensive behavior based on fear or dislike of distinctions that children, staff or parents may express in the setting.

An atmosphere must be created where the victims of any form of discrimination have confidence to report such behavior and that subsequently they feel positively supported by the staff and management of the setting.

It is vital that staff do not express any views or comments that are discriminatory. Staff must not appear to endorse such views by failing to counter behavior which is prejudicial in a direct manner. A sensitive and informed approach must be used to counter any harassment perpetrated out of ignorance.

Behavior management



Behavior - The behavior of children is managed in a way that respects their rights and promotes their welfare and development. The staff team caring for children in the provision are able to manage a wide range of children's behavior in a way that promotes their welfare and development and respects their rights and recognizes that the reasons for 'bad' behavior may be complex. This written behavior management policy is drawn up and implemented which complies with the regulations and states the methods used to manage children's behavior. This is discussed with parents and fully understood and followed by staff. Management of behavior is consistent and developmentally appropriate, respecting individual children's level of understanding and maturity. A positive approach to managing behavior is used, involving praise and encouragement. Unacceptable behavior - including bullying - is managed and addressed. Staff providing care or play opportunities are alert to instances of bullying and encourage children to report any concerns. Physical punishments, or the threat of them, are never used. Children are never shaken, smacked, humiliated, shouted at, intimidated or shamed. Adults do not use any form of physical intervention, e.g. holding or restraint, unless it is necessary to prevent personal injury to the child, other children or an adult or serious damage to property. Any incident is recorded and the parent informed of the incident on the day. It is clear who within the setting has responsibility for behavior management issues. They have the skills to support any other staff and are able to access expert advice if usual methods are not effective with a particular child.

Behavior Management in Nursery



INCLUDING BITING

NURSERY DAY CARE 6 MONTHS-3 YEARS.

PURPOSE

- ✚ To ensure a safe environment
- ✚ Encourage the ability to differentiate between right and wrong
- ✚ Foster positive, loving, caring and considerate behavior
- ✚ Encourage children to deal with conflict
- ✚ To set boundaries and rules to develop understanding of sharing, friendships and social skills

S.O.U.L.S.

Souls is the path staff at New Beginnings take to manage children's behavior

STOP - Think positive. Don't rush in.

OBSERVE - What are they doing?

UNDERSTAND - What's happening? / Feedback feelings being displayed.

LISTEN - To what is being said

SPEAK - Say what the problem is. Allow everyone to have their say. Make suggestions. Come to an agreement. Check later if it is working. Log in diary.

Procedure

If a child demonstrates negative behavior or bites another child:

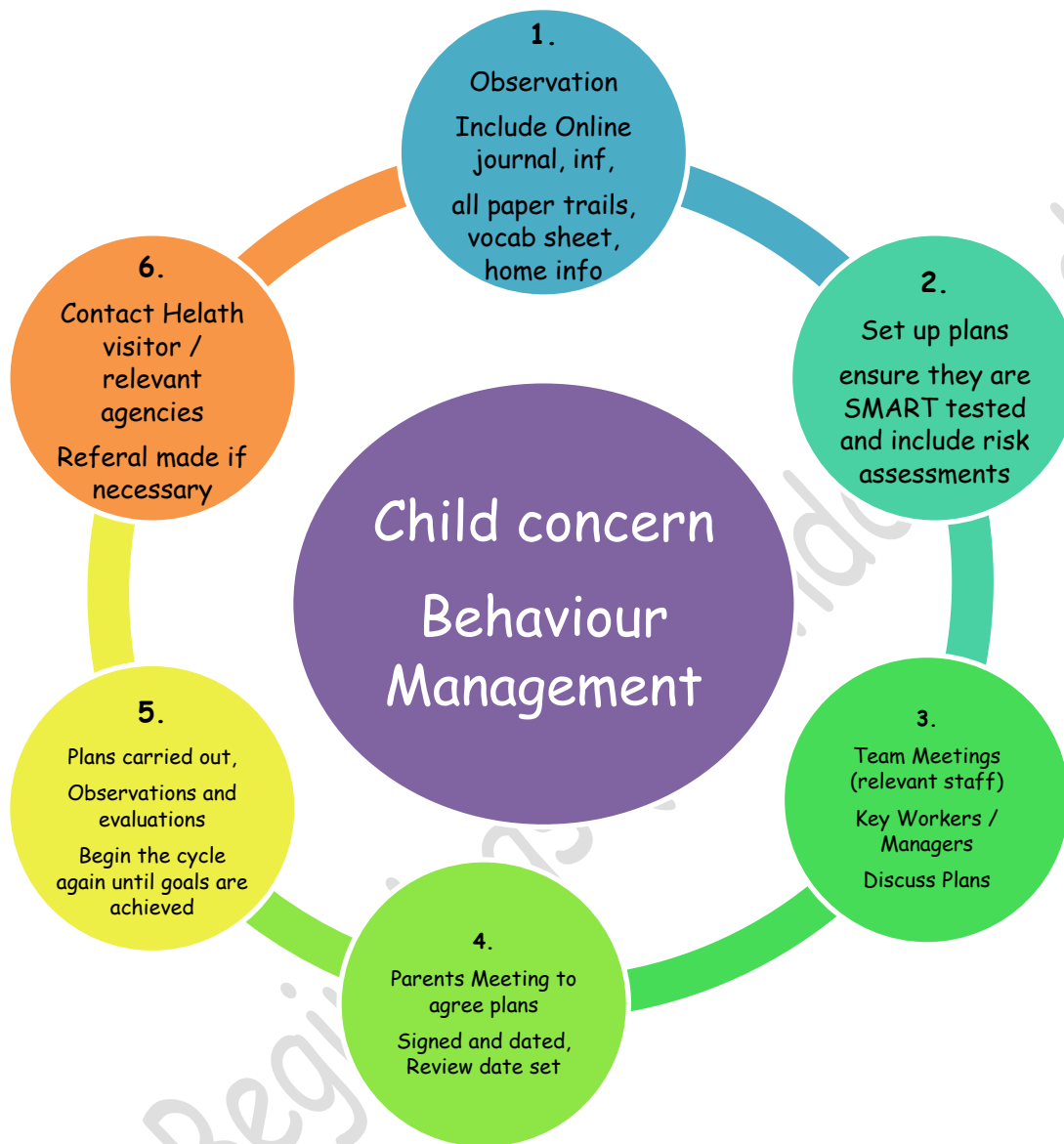
- ✚ Remove the child for a time to attend to hurt child/ren and settle the child to begin again.
- ✚ Remove & Speak to the child demonstrating the negative behavior ensuring they understand the behavior demonstrated is unacceptable.

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- ✚ Ensure staff makes findings of what has happened, the child may be retaliating to a bite or push that was missed by staff. If this is the case a risk assessment must be set up to ensure staff has visual on the whole room. As well as other plans.
- ✚ Observations made and reviewed (include time and event samples)
- ✚ Hurt child encouraged to tell staff and not retaliate. Praised when they do tell staff member
- ✚ Hurt child encouraged not to retaliate but to have a voice to defend him/herself.
- ✚ Individual and group plans made and implemented.
- ✚ Team meeting to discuss plans.
- ✚ Shadow the child displaying negative behavior throughout day.
- ✚ Use distraction techniques.
- ✚ Use of egg timer to encourage sharing, turn taking and visual understanding of time.
- ✚ Stories, songs, drama, circle time and games that encourage expression, use up energy and encourage children to discuss both sides.
- ✚ Accident book completed
- ✚ Individual and group Action Plans discussed and partnered with parent.
- ✚ Hurt child - parent told.
- ✚ Encourage the children and each other with reward systems
- ✚ Acknowledge and reinforce positive behavior / positive responses
- ✚ Passing on / sharing with parent the child's achievements
- ✚ Display achievements
- ✚ Ensure risk assessments are put in place in order to lower the risk of it happening again.
- ✚ Ensure a team meeting has taken place by the Team leader to discuss the risk assessment, control measures & S.M.A.R.T. testing.
- ✚ Refer child to relevant outside agencies: Health Visitor, Resilient families, MASH
- ✚ Discussion with family and follow set plan



Behavior Management

IN OUT OF SCHOOL CLUB 3 YEARS- 12 YEARS

Purpose

- ✚ To establish a set of guidelines for behavior management.
- ✚ To ensure children & staff know the rules.
- ✚ To teach children good social and communication skills.
- ✚ To teach the children right from wrong.
- ✚ To provide an ear to listen to any concerns of the child.
- ✚ To provide help and assistance for those acting out in a negative way.
- ✚ To provide help and assistance for those being hurt by those who act in a negative way.
- ✚ To help develop lifelong skills.
- ✚ To help develop a moral code.
- ✚ To help establish and develop empathy and compassion.

Policy Statement

At the setting our aim is to empower the children with good social skills, our ethos is to treat others how you yourself would want to be treated.

We do not tolerate bullying or name calling. Our ethos is that words should be used to build one another up and not tear one another down.



S.O.U.L.S.

Souls is the path staff at New Beginnings take to manage children's behavior

- ✚ **STOP** - Think positive. Don't rush in.
- ✚ **OBSERVE** - What are they doing?
- ✚ **UNDERSTAND** - What's happening? / Feedback feelings being displayed.
- ✚ **LISTEN** - To what is being said
- ✚ **SPEAK** - Say what the problem is. Allow everyone to have their say. Make suggestions. Come to an agreement. Check later if it is working. Log in diary.

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Responsible Party

The staffs working with the children are responsible for behavior management of their group.

Procedure

- ✚ If an issue is raised whereby a child was alleged to be bullying, a member of staff would talk to both parties to get all the information and if the child was found to be bullying he/she would have a consequence.
- ✚ The consequence would be that the child would not be permitted to play or join in the activity for the same amount of time as her/his age.
- ✚ Once he/she had served the time, they would be talked to about the effects of bullying, making good decisions, having better reactions and also if there was anything causing them to behave in this manner.
- ✚ The person who was being bullied would also be talked to and praised for making a good decision to tell instead of reacting badly, and to put right anything that the bully may have said or done.
- ✚ The child who sat in the timeout would be expected & encouraged to say sorry to the other child.
- ✚ Supervision, monitoring and observations may be carried out if the staff member thinks special attention is required in this area.
- ✚ Parents would be contacted if bad behavior persisted.
- ✚ An action plan may then be set up and followed, reviewed, risk assessed & S.M.A.R.T tested.
- ✚ All information is stored in their individual file and is kept confidential on a need to know basis.
- ✚ Reinforce positive behavior with praise and reward systems.
- ✚ Display achievements
- ✚ Ensure risk assessments are put in place in order to lower the risk of it happening again.
- ✚ Ensure a team meeting has taken place by the Team leader to discuss the risk assessment and control measures

RULES FOR OUT OF SCHOOL CLUB

TREAT OTHERS HOW YOU WANT TO BE
TREATED.

BE RESPECTFUL

NO RUNNING INDOORS.

NO CLIMBING INDOORS

NO SHOUTING AT ONE ANOTHER.

IF YOU HAVE A DISAGREEMENT, WORK
IT OUT SENSIBLY AND CALMLY,
SOMETIMES WE DISAGREE ON THINGS
BUT THAT'S OK.

NO MAKING FUN OF ONE ANOTHER.

BE THOUGHTFUL

SIT WHEN EATING

DO NOT RUN WITH SCISSORS

SAY SORRY WHEN YOU MAKE MISTAKES

USE KIND WORDS

NO SWEARING

NO WRITING ON THE WALLS

RESPECT & LISTEN TO STAFF

NO PUSHING NO FIGHTING

ALWAYS TELL STAFF WHEN THERE'S A
PROBLEM.

DO NOT GO UPSTAIRS WITHOUT
TELLING A STAFF MEMBER

DO NOT LEAVE THE BUILDING TO GO
HOME WITHOUT TELLING A STAFF
MEMBER.

SHARE & TAKE TURNS

DON'T LEAVE PEOPLE OUT

BE HONEST

TALK TO STAFF ABOUT YOUR FEELINGS

DO NOT THROW EQUIPMENT

DO NOT STAND ON CHAIRS OR TABLES

DO NOT TOUCH ELECTRICAL
EQUIPMENT OR PLUG SOCKETS

DO NOT OPEN THE FRIDGE

ALWAYS TRY THE FOOD PROVIDED.

DRINK WATER DAILY

WASH HANDS AFTER GOING TO THE
TOILET

WASH HANDS BEFORE FOOD

TIDY UP AFTER YOURSELVES

PUT ACTIVITY PIECES IN THE CORRECT
BOX

YOU MAY BRING YOUR DEVICES BUT
CANNOT STAY ON THEM ALL DAY

NO BALL GAMES INDOORS

ALWAYS WEAR AN APRON WHEN
PAINTING

PUT ARTS AND CRAFT AWAY IN
CORRECT LABELLED CONTAINERS WHEN
FINISHED.

Food & Nutrition

1. Breast feeding Routine
2. Food/ Feeding routine
3. Weaning Policy
4. Healthy Food Policy
5. Dietary requirement Chart
6. Menus
7. Health & Safety in the kitchen
8. Kitchen safety charts

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Bottle Feeding routine

Purpose

- ✚ To provide guidelines for bottle feeding.
- ✚ To safeguard children from burn's & scalds.
- ✚ To prepare and follow a system of charts for individual bottle plans.

Procedure

- ✚ To ensure staff follow the procedure in how to warm/cool a bottle.
- ✚ To develop and follow the chart on the kitchen wall stating the bottle, bottle formula to use and any other information such as dietary requirements.
- ✚ Ensure the cleaning system method is adhered to in order for bottles to be clean and sterilized.
- ✚ Correct sterilization of feeding equipment (cold water or steam).
- ✚ A separate area for bottle preparation is necessary.
- ✚ Hands and areas to be washed and cleaned before preparation.
- ✚ Infant formula is not a sterile product, therefore:
- ✚ Bottles must be made up fresh (Safer Bottle feeding Welsh Assembly 2008).
- ✚ Feeds must be made up using cooled boiled water that is still hotter than 70°C. In practice, this means using water that has been boiled and left to cool for no more than half an hour.
- ✚ Milk to be thrown away after half an hour.
- ✚ Babies must not be forced to feed.
- ✚ Breast or formula must be the main drink until weaning at roughly 6 months.
- ✚ The same member of staff should feed the baby wherever possible.
- ✚ Babies should be held and have warm physical contact from an attentive adult during feeding.
- ✚ Babies should never be propped up with a bottle of milk as babies can choke and this does not meet their emotional needs.
- ✚ Do not turn an older child in a position that they cannot be seen visibly to staff when drinking their bottle.
- ✚ Changing formula without a medical reason should be discouraged.
- ✚ Follow on milk not to be given to babies under 1 year.
- ✚ Cow's milk should not be given as the main milk under 1 year of age. It can be used to mix food after 6 months, e.g. cereal and milk.
- ✚ Babies are not to be given sugary drinks in bottles.

WARMING A BOTTLE

- ✚ **Fill a jug or bowl with warm water.** Place the bottle in the warm water for no more than 15 minutes, as any longer could cause bacteria to develop. The water should be hot enough to heat the bottle, but cool enough so that you can place your hand in it. Seal the bottle with a cap over the teat while it's in the water. Once the bottle is warmed through, shake it to make sure the temperature is even.

It's best not to heat up a bottle of formula you've made from powder earlier in the day. Mix a fresh

Bottle of formula for each feed. Even if you store formula milk in the fridge, bacteria can develop slowly.

When you've warmed the baby's bottle, test the temperature of the milk by squirting a little on to your inner wrist. This is a reliable guide as the skin on your inner wrist is thinner and more sensitive than the skin on your hands. The milk droplets on your skin should feel warm, not hot.

Don't warm your baby's milk in a microwave, because uneven pockets of scalding milk can form. The milk will also continue to heat up for some time after you've taken it out of the microwave. Some babies have had burns to the mouth and throat after drinking microwaves milk. The intense heat produced in a microwave may also destroy some of the nutrients in your baby's milk.

Cooling a bottle

Place the bottle in a jug of running cold water with the lid tightly sealed it should take few minutes to cool to the desired temperature. Test the temperature on your wrist before giving it to the child

Breast Feeding Bottle

Purpose

- ✚ To provide staff guidance& understanding on Breastfeeding.
- ✚ Provide a welcoming atmosphere for breast feeding mothers.
- ✚ Provide a room / space that are quiet, warm, and well-lit and has a comfortable chair for the mother who wishes to breast feed. (Staff area / office / baby room) mother's choice

Procedure

If mum chooses to continue breast feeding whilst the child is at the setting, discuss the plan to accommodate this plan.

- ✚ Discuss with mother how to feed the baby i.e. using a cup rather than a bottle and teat.
- ✚ Provide a quiet space for breast feeding mums.
- ✚ Have equipment available for expressed breast milk.
- ✚ Have contacts available for the national breastfeeding support organizations and local breastfeeding peer supporters.
- ✚ Fridge temperature should be monitored daily to keep breast milk safe to drink.
- ✚ Breast milk should be stored in an insulated bag with frozen ice packs. This should keep the milk below 4°C regardless of how often the door is opened.
- ✚ Ensure the baby's name is clearly labeled with baby's name and date and used only for the named baby.
- ✚ Fridge contents must be stored correctly to avoid cross contamination.
- ✚ When using the breast milk; shake the contents of the container as the cream will rise to the top if it is to stand.
- ✚ If milk storage bags are used, it may be easier to cut off the bottom corner with sanitized scissors to form a spout rather than untie the top of the bag.
- ✚ When baby is weaned expressed milk can be used to mix into cereals or other foods.

- ✚ Defrosting and warming breast milk: The safest way to defrost breast milk is to remove it from the freezer several hours before it is needed and to put it in the fridge. If needed quickly, it can be defrosted by standing in cool or warm water.
- ✚ If defrosted in the fridge, milk should be given to the baby within 12 hours and kept in fridge until used. Milk defrosted outside the fridge should use immediately and should never be refrozen.
- ✚ Defrosting or warming frosting milk in the microwave is not recommended due to hot spots.
- ✚ Frozen milk should be dated and the oldest milk used first.
- ✚ Discard any breast milk kept for longer than the indicated times.
- ✚ Monitor how much milk is being taken and let mother know when stocks are running low.
- ✚ Return any breast milk to the parent at the end of the day.

Food and feeding routine

Purpose

- ✚ To make meal time a good, positive, happy, social consistent and comfortable Occasion.

Procedure

- ✚ Appropriate flooring.
- ✚ Appropriate chairs, tables, utensils – size, age appropriate.
- ✚ Appropriate lighting, heating, and atmosphere.
- ✚ Appropriate position – sitting etc.
- ✚ The food is always probed & logged in the kitchen to ensure the temperature is over 80 degrees in following with safety guidelines...
- ✚ The worker who gives the bottle or food to the child must check the food temperature has cooled down to ensure it is not too hot by using a thermometer. It must not be higher than 45 degrees. Check bottles temperature on wrist.
- ✚ Legal and organizational requirements regarding storage and preparation adhered to (SFBB file and DVD teaching)
- ✚ Weaning guidelines and policy to be followed.
- ✚ Food and Health Guidelines, meal planners followed
- ✚ Provide a variety of plant sources with different colors.
- ✚ Provide raw and healthy snack options.
- ✚ Appropriate apron's / bibs.
- ✚ Children serve and feed themselves when and where appropriate ☐Prayer time.
- ✚ Allow time for meal and drinks and enjoyment.
- ✚ Allow time to wash and dry hands, faces and toilet trip.
- ✚ Ensure staff speaks in gentle, happy tones to encourage happy memories at meal times.

Safety Guidelines when weaning.

- ✚ Always stay with baby when eating.
- ✚ Introduce drinks from a "doidy cup" from 6 months.
- ✚ Only milk and water offered to drink.
- ✚ Foods to avoid before 6 months include: gluten, rye, wheat and barley, eggs, fish and shell fish.
- ✚ Powdered nuts and nut spreads can be given from 6 months as long as no allergies in family (consult with parents). Where there is a potential allergy, ground nuts and peanut butter should be avoided until 3 years.
- ✚ Do not add food to bottles of milk.
- ✚ Allow babies to experiment and make a mess.
- ✚ Avoid adding sugar or artificial sweeteners to food for babies.
- ✚ Avoid adding salt or stock cubes, packet sauces or soups to baby's food because the salt content is high.
- ✚ Eggs should be well cooked so the yolk is hard.
- ✚ Salt, sugar, strong spices and honey should not be offered before 1 year of age. □Foods first introduced at 6 months: rice, root vegetables. □Meat, fish or pulses can be pureed / mashed from 6 months □Within 6 weeks of starting weaning foods can be chopped.
- ✚ Allow children to use their fingers to eat food and help to feed themselves.
- ✚ Finger foods offered to 1 year +.
- ✚ Follow the healthy food policy

Food plan must include food from the 5 main food groups:

Calcium rich foods: Natural Yoghurt, cheese, milk.

Protein: Meat, Fish, Eggs, Beans, Lentils, Pulses.

Carbohydrates: Whole meal Bread, potatoes, Quinoa and other cereals e.g. rice and pasta.

Fruit and vegetables: Plant sources rich in vitamins & minerals.

Healthy Fats: Olive oil, Avocado's.

We do not use processed foods. The menu is homemade including sauces, soups etc.

Healthy Food & physical activity Policy

AIM

- ✚ The Food provided is designed to be nutritious and meet the needs of each individual child. Food provision will be based on Welsh government food and health guidelines for early years and child care settings.

OBJECTIVES

- ✚ Staff will receive accredited training in relation to healthy eating & cooking with children as well as food safety hygiene.
- ✚ A 3 Week menu cycle will be provided & clearly displayed in advance.
- ✚ Recipes used in our menus will be available upon request
- ✚ Food based activities and play are carried out to ensure children are introduced to the concept of nutrition & physical activity linked with health. These activities are reported upon within the children's individual online journal, on our face book website and displayed in setting.
- ✚ Children will have opportunities to be involved with activities and experiences where they make decisions about healthy food choices and trying new foods i.e. role play, food tasting, cooking skills, creative fun.
- ✚ Children will be encouraged on a daily basis to play outside (weather permitting) to ensure they are exposed to daylight which helps their bodies make essential vitamin D.
- ✚ Children will be encouraged on a daily basis to develop gross motor skills through movement, dance sessions, gymnastics, the use of indoor equipment such as climbing frame, slide, balancing beam, going on outings, nature walks, park trips, taking part in

sports activities such as tennis, rounders, racing and ball games. Fine motor skills are also encouraged daily through painting, cutting, drawing and writing.

- ✚ Good hygiene is actively encouraged through daily routines. Children are encouraged to wash hands after playing outside and after activities especially water and sand play. Children are encouraged to wash their hands after using the toilet. Children will have their hands washed before and after snack time; similarly all staff will wash their hands before preparing food and helping children to eat. Children are encouraged to wash their hands with warm water and soap whilst singing a song about washing hands.
- ✚ Parents are encouraged to offer menu suggestions and comment on the nutrition policy. A suggestion box is available in the cloak room.
- ✚ Mothers will be supported to continue breastfeeding their children with a quiet area provided to feed or express milk in private. Breast milk will be stored in the fridge, clearly labelled with the child's name and date at a temperature below 4 degrees. Any unused breast milk will be returned to the parent at the end of the day however unfinished breast or formula milk will be discarded after an hour. Parents will be informed if a lot of milk is left over after feeds.
- ✚ Infant formula will be made up according to the Welsh government guidelines 'safer bottle feeding 2008'. Babies will never be left propped up with a bottle of milk.
- ✚ Full fat milk will be served as a drink for those aged between 1 and 2 years. Semi skimmed milk will be provided for children over 2 years, providing the child is eating a varied diet.
- ✚ Weaning is initiated in partnership with parents at 6 months of age and but never before 4 months. Salt and Sugar are not added to weaning foods.
- ✚ All drinks are offered in a lidless or free flowing cup from 1 year of age
- ✚ Our water filter is assessable to children at all times throughout the day with milk available at meals and snacks.

- ✚ Fizzy drinks, squash, sweets and soft drinks will not be served.
- ✚ We do not accept food or packed lunches in setting.
- ✚ Parents will be advised if their child is not eating well. Parents will receive a report daily on the food provided; the child's eating and drinking habits.
- ✚ Children are encouraged to sit at the table when eating or drinking. Staff will sit with the children when they eat to encourage good eating habits and table manners.
- ✚ The table is set for children to help themselves, to learn independent skills; pouring, spreading, chopping and serving.
- ✚ Children will be allowed plenty of time to eat and encouraged to try new foods through tasting sessions.
- ✚ Withholding food will not be used as punishment. Similarly, food and drink will not be used as a reward.
- ✚ Children who do not receive breakfast at home will be offered this when they arrive if this is previously agreed with parents and guardians.
- ✚ Parents of children with allergies will discuss in the initial meeting so an allergy plan can be agreed between all parties.
- ✚ Parents of children on special diets will be asked to provide as much information about suitable foods and drinks. In some cases may be asked to provide the food themselves. Up to date records will be kept detailing dietary needs.
- ✚ Birthdays and other celebrations will be marked as special occasions using imagination. Games, decorations and dressing up rather than with sweets, cakes and

biscuits. We request that parents do not bring birthday cakes to setting or party platters as this would compromise our healthy eating practices.

- ✚ Fridge temperatures are taken and recorded daily.
- ✚ All tables are cleaned with sanitizer prior to and after meals & snacks.
- ✚ We have a food Hygiene rating of 5
- ✚ The persons in this setting with overall responsibility for nutrition is; Christine Morris (Managing Director) & Gemma Rees (Manager).
- ✚ This policy will be displayed in the visitor's room and on the website and will be reviewed annually.

Policy statement

Our aim is to provide the children with the building blocks for life, giving them a healthy lifestyle, a vast range of tastes & textures and a multitude of nutrition. We don't serve cakes, biscuits, sweets, crisps or chocolate. We recognize that the children have these things at home and understand that they don't need them at club/nursery also. We also work alongside the design to smile team and ensure that all fruits are eaten alongside dairy sources such as milk, cheese or natural yoghurt in order to protect the teeth.

Health and Safety in the kitchen

Purpose

To follow the laws and guidelines governed by Environmental Health.

To safeguard the children and staff from illness & disease

To prevent cross contamination

Responsible Party: Head Chef and Kitchen Manager, Kitchen Assistants.

Before entering the kitchen, ensure that:

- ✚ Your hair is tied back
- ✚ You are not wearing rings or dangling jewellery
- ✚ You have covered abrasions/cuts with a blue plaster
- ✚ Your nails are clean
- ✚ Your shoes do not have dog mess on them

On entering the kitchen:

- ✚ Wash your hands adhering to the 'washing of hands method' on the wall. You will need to wash your hands many more times when working with food. For example wash after touching raw meat, wash if you touch your face, blow your nose or scratch your head.
- ✚ Put on your apron and hat.
- ✚ Begin your opening checks chart (see enclosed)
- ✚ Sign the opening chart record to show you have completed the check, and deal with and write any problems you encounter.
- ✚ All Fridge & freezer temperatures must be checked in the opening check & closing check they must be below 8 degrees centigrade. Freezer temperatures must be below -18 degrees centigrade.

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- ❑ Look at the menu planner to prepare for your day.
- ❑ Food must be tested when cooked using a thermometer which must be above 75 degrees. It must then be recorded in the cooking temperature record.
- ❑ Guide the staff helpers and volunteers in their tasks. Ensure that the volunteers abide by the kitchen code of practice within this policy. For example, ensure that they store the dishes in the correct place, ensure that dishes are not being done the same time as food preparation.
- ❑ When preparing food ensure you clean the area.
- ❑ Use the correct colored chopping boards to prevent cross contamination



- ❑ Ensure all food is labeled with what it is, ingredients, date it was made, who it is for.
- ✚ Ensure the staff knows where the food is stored for late dinners and teas.
- ✚ Ensure you clean as you go along using the cleaning method.
- ✚ Use the cleaning method when washing dishes and bottles.
- ✚ Always sterilize baby's equipment and leave to drip dry on a clean surface & clean tea towel away from food, bins and dishes.
- ✚ Separate your areas to prevent cross contamination such as a sterilizing area, food prep area, bin area, dirty dishes area, clean dishes area, dishing out area.
- ✚ Ensure you manage your time so that dinner is provided on time.
- ✚ Keep up good communication with the staff team regarding children's dinner, tea, special dietary requirements.
- ✚ Ensure you adhere to the dietary requirement chart when preparing food.
- ✚ Follow the guidelines, policy and procedure for making & cooling a bottle.

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- ✚ Ensure you have checked tomorrows menu plan incise you need to defrost food items overnight.
- ✚ All raw meats and frozen meat defrosting must be stored at the bottom of the fridge to prevent cross contamination.
- ✚ Follow the responsibilities and cleaning schedule chart.
- ✚ Ensure the closing checks are completed and sign the chart.
- ✚ If problems occur ensure a risk assessment is set up for control measures and reviews.
- ✚ Ensure the plan is S.M.A.R.T. tested.

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Safety

1. New Beginnings Outings Policy
2. Fire Instructions
3. Buddy System
4. Abusive Parents
5. Hand Hygiene
6. Health & safety Statement
7. Health & Safety Officer Procedures
8. Heating safety Policy
9. Risk Assessment Policy
10. Safety Practice
11. Security
12. Staff Ratio
13. Bomb Scare

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New Beginnings Outings Policy

Aim

To keep children safe from harm

Procedures

Ensure you have an aim for your outing whereby children can learn essential skills

Ensure you prepare well:

- + Toilet time
- + Appropriate clothing: hats, wellingtons, rain macs, pram covers or sun umbrellas, suntan lotion, sunhats
- + Drinks/snacks to take
- + Emergency phones
- + Emergency money
- + Restraints

Go through safety rules with staff, students, and children before outing.

- + Zebra/pelican crossing to be used
 - + Ensure the children understand what to do if they are lost (Go to the meeting point and wait)
 - + Declare a meeting point upon arrival and ensure all persons understand.
 - + Ensure the register and headcount is carried out/complete before outing.
 - + Ensure you have a list of children with total number to take on outing for headcount checks.
 - + Each staff member must discuss and communicate as a team their role for the outing.
-
- + All staff must follow & encourage excellent road safety procedures.
 - + All staff must follow car/train/bus safety rules and ensure children do the same.
 - + All staff must ensure appropriate restraints are in place before and throughout the outing such as pram straps, buggies, holding hands)
 - + All transport must be MOTD, Insured and taxed.
 - + Staff ratio must be followed
 - + All staff members must be qualified and suitably trained in order to take children on outings

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- ✚ Permission must be sought from Managing Director or Manager to lone work on outings.
- ✚ Staff must carry out written risk assessments and mental risk assessments
- ✚ Staff must be able to appropriately manage the group regarding safety ensuring that all children can be seen and are safe
- ✚ Staff members must be able to ensure children use appropriate age/stage equipment at the park.
- ✚ Staff members must encourage children to care for living things
- ✚ Staff members must encourage children to care for other people's property
- ✚ Staff members must encourage children to stay away from strangers /animals

All staff to be cautious of;

- Strangers
- Train station danger
- Dogs
- Dog Mess
- Harmful substances
- Children wandering off
- Water danger, streams, lakes
- Hazardous plants
- Bridges
- People smoking
- People swearing
- Broken park equipment
- Slippery surfaces

Ensure you understand, follow and carry out all written and mental risk assessment for the above list in keeping children safe from harm.

Fire Instructions

If you discover a fire:

- ✚ Raise the alarm
- ✚ Dial 999
- ✚ Shut windows and doors if possible (to stop the fire being fanned)
- ✚ Responsible person to give the command "Come to me"
- ✚ Follow the "Buddy system"
- ✚ Responsible person to collect register and visitor's book
- ✚ 1st person to put the Lollipop persons outfit on
- ✚ All staff to gather babies and children at nearest fire exit and leave in

Orderly fashion.

- ✚ Do not stand outside near the windows
- ✚ Use the safety crossing procedure
- ✚ All assemble at assembly point (16 Ystrad Rd, Pentre, RCT. CF41 7PH)
- ✚ Registration Check, then telephone fire brigade and then parents.



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Buddy System

Purpose

To safeguard the staff and visitors of the setting.

Policy Statement

The Buddy system provides a set of guidelines to ensure that in the event of a fire or emergency staff know the where about of one another.

Procedure

All volunteers, students and visitors are to be appointed a "buddy". The volunteer and students mentor will be their "buddy": Key Worker or Manager.

All Staff, students and volunteers are to be aware of the "buddy system" and ask who their "mentor" / "buddy" is.

Visitors will be informed who their "buddy" is while they are visiting i.e. Manager discussing child's place or Key Worker if they are in the floor with their child.

The "Buddy System" is to be discussed during all inductions.

The "Buddy System" is to be reviewed annually.

The mentor is to be aware of their "buddy's" whereabouts: toilet, out for lunch, kitchen on an errand etc. so they can ensure they are found in an event of an emergency. Their mentor will then be sure they are in a safe haven.

The alarm will continue to sound in a real evacuation so that people will not try to enter the setting while everyone is evacuated.

The staff will monitor the setting while in safe haven: 16 Ystrad Road, Pentre to ensure no one re-enters the building.

When the alarm sounds the mentor of the student, visitor or volunteer will ensure that their "buddy" is: able to follow the drill / procedure (practice termly)

The "Buddy System" will be discussed during the students / volunteers termly supervisory sessions.

Abusive Parents Policy

Purpose

- ✚ To protect children and staff at New Beginnings.

Policy Statement

New Beginnings is dedicated to protecting our staff and children and does not tolerate abuse of any kind.

Procedure

At new Beginnings we believe that we have a strong partnership with our parents / carers and an open door policy to discuss any matters arising (if applicable)

In the unlikely event that a parent / carer, a start to act in an aggressive manner or abusive way at our setting, our policy is to:

- ✚ Direct the parent / carer away from the children and into a private area such as the office or staff room
- ✚ Ensure that a second staff member be in attendance, where and when possible whilst ensuring the safe supervision of the children
- ✚ Act in a calm and professional manner / way, ask the parent to calm down and make it clear we do not tolerate aggressive or abusive language or behavior
- ✚ Contact the police if the situation is not diffused
- ✚ Once the parent calms down, the member of staff will listen to the parent's / carers concerns and respond appropriately
- ✚ An incident form will be completed detailing the time, language, situation and response and action taken. This will be logged, signed and dated and then stored confidentially
- ✚ With incidents like this staff may require support and reassurance following the experience. Management will provide this and seek further support where and when necessary
- ✚ Management will also signpost parents to further support available: NHS Helpline / RCTCBC

Hand Hygiene Policy

Purpose

To ensure New Beginnings carries out a high standard of hygiene and teaches the children to do so.

Policy Statement




Staff are expected to wash their hands using the method in this policy for the prevention of infection.



Do

- ☐ Ensure both carers and children wash their hands frequently
- ☐ Hands should be washed:
Whenever visibly dirty or touching any potentially contaminated surface (e.g. drains, cleaning cloths). After using the toilet, sneezing or blowing your nose, after touching animals, their cages, feeding utensils or toys. Also after contact with blood or bodily fluids; before and after handling food, before and after changing nappies or handling potties, before and after dressing a wound, giving or applying any medication, or applying contact lenses, before meals, snacks and drinks.
- ☐ Supervise children's hand washing (particularly when requested by Environmental Health Officers during an outbreak of gastroenteritis)

Don't

-  Assume children know how to wash their hands
-  Use a single cloth to clean a group of children's hands
-  Allow children to eat without showing you their washed hands

Procedure

1. Wet hands under warm running water.
2. Apply a small amount of soap.
3. Rub hands together vigorously ensuring soap and water is applied to all surfaces of the hands. Be sure to rub between fingers, under fingernails and around the tops of the fingers, the palms and the backs of the hands and around thumbs.
4. Rinse under running water.
5. Dry hands, preferably using disposable towels.
6. Turn the tap off. Try to avoid touching the tap directly, as there is a risk of recontamination. For rigorous hygiene, turn the tap off using a paper towel.

N.B. A song to sing to encourage the children and ourselves to wash our hands clean is:
Tops and bottoms, tops and bottoms..... (Palms and tops).
In between, in between..... (In between
fingers). All around the thumbs, all around the
thumbs, Rinse them clean, rinse them clean.

Activities

1. Explain to the children that by washing their hands we remove germs that might otherwise make us ill. Demonstrate good hand washing to the children.
2. Assess how many of the children routinely wash their hands after using the toilet. Ask the children to draw or paint a poster that could be displayed near the toilet to help them remember to wash their hands.
3. Remember the children will follow the examples set by the adults who care for them. Make sure you always remember to wash your own hands.

Health and safety policy statement

Purpose

To set and maintain standards of health and safety for all employees and children as well as others who may work on or visit our premises.

Policy Statement

Many accidents can occur in the work place therefore it is imperative that control measure be put into place and staff adheres to these policies. It is the responsibility of the staff Team to report hazards to the Health & Safety Officer Christine & Manager Gemma.

Procedure

- ✚ To establish and maintain an effective safety management structure throughout the organisation with clearly identified health and safety responsibilities and competences.
- ✚ To appoint a Health and Safety Officer
- ✚ To ensure that staff is aware of who the Health & Safety Officer is and they must report complaints, accidents, concerns, enquiries to this person so that this person can measure the risk, control the risk and set up a policy to ensure safety.
- ✚ To ensure areas are properly assessed and controlled through risk assessments& control measures.
- ✚ To ensure all Assessments & Measures are S.M.A.R.T tested
- ✚ To ensure that competent advice is available to employees to assist them in meeting their responsibilities.
- ✚ To maintain arrangements for monitoring our health and safety performance with the Health and Safety Officer through reviewing complaints, concerns, issues, accidents.
- ✚ Also to monitor Health & Safety performance through observations, staff meetings, staff supervisory.
- ✚ To ensure staff are actively participating in all health and safety aspects and seek to increase individual commitment through staff appraisals, supervisory, meetings to increase safety measures.

Health & Safety Officer Policy

Purpose

To establish a code of practice and a set procedure for the Health and Safety Officer(s) to follow.

Policy Statement

We have a System in place to Manage Health & Safety
we have a policy that designates staff

We have clear procedures in place to manage health and safety within the Health & Safety Policy & Procedure file

We employ more than five people; therefore we set this out in a written health and safety policy statement.

We show how we plan, organize, control, monitor and review preventative measures.
And we appoint a competent person(s) to help us comply with your legal obligations.

Appointed Health and Safety officers –Christine Morris.

Procedure

Identify hazards you have to identify your main hazards (things that could cause harm).

Assess Risk

You have to assess your risks (the probability that significant harm will occur) and again, if you employ more than five, record the results of your assessment.

Risk assessment is the key to working out what needs to be done - but don't make it over-complicated. Remember, although you have to do it by law, it is really only any use if it can be used as a working tool - to help you prove to yourself and your employees that you have identified the main things in your business which could cause harm and that you are doing everything you should to prevent that harm from happening.

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Risk Control Measures you have to make sure that your risk control measures are adequate and that they are used and maintained and that they continue to work. You also have to put in place any back up measures that may be needed like health surveillance or emergency procedures). And you have to inform, train and supervise employees.

For the most part the law sets out certain health and safety goals to be achieved and indicates appropriate 'benchmarks' to help you work out whether your controls are up to 'reasonably practicable' standards. There is an underlying requirement to reduce or eliminate hazards at source, or isolate people from them.

You also have to:

- ✚ report and record accidents; provide certain basic workplace, first aid and welfare facilities; have employers' liability insurance;
- ✚ notify the Health and Safety Executive (HSE) and the Local Authority of your existence;
- ✚ Consult your workforce and their representatives; and so on.

Risk Control Measures

For the most part the law sets out certain health and safety goals to be achieved and indicates appropriate 'benchmarks' to help you work out whether your controls are up to 'reasonably practicable' standards. There is an underlying requirement to reduce or eliminate hazards at source, or isolate people from them (for example, by guarding machinery) before using other forms of control. Relying on the use of personal protective equipment - like respirators or protective footwear - is a last resort and is only acceptable when all other options have failed.

- ✚ Insurer they actually being applied in practice
- ✚ Make arrangements for monitoring the health and safety performance with the through reviewing complaints, concerns, issues, accidents and near misses.
- ✚ Monitor progress - for example, by inspecting the workplace regularly or investigating accidents and 'near misses' - to learn from your mistakes?
- ✚ Set a date to review your health and safety performance against your plans

Heating Safety Policy



Purpose

- ✚ To ensure the safety of the children when the heating is in use.
- ✚ To ensure the heating is in the correct, appropriate temperature.
- ✚ To ensure that there is a contingency plan in place in the event that the heating system breaks down.

Procedure

- ✚ Discipline and rules to be taught and followed
- ✚ Children with differing abilities or needs who may be at risk to hot surfaces are supervised at all times; epilepsy (fall against hot surface), poor muscle control, paralysis.
- ✚ Supervision of all children at all times
- ✚ Barriers where and whenever possible
- ✚ Checking children's temperature, rooms temperature and outside temperature as a guide and using heating as appropriate
- ✚ Radiator covers must be checked daily by staff on the nursery and club floor and in position.

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- ✚ Heating devices such as plug in radiators or heaters may be used in the event of a breakdown, but a risk assessment of the room must be done in order to place the heaters in a place that they won't burn/scald children & volunteers or catch fire.
- ✚ The temperature of the heater and room must be monitored and turned up/down as appropriate.
- ✚ The heater must be tested by the appropriate test before use.

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Risk Assessment Policy

Purpose

To minimize risks in the work / play place

Responsible Party:

All staff is responsible for carrying out risk assessments. All staff is responsible for reporting hazards to the Health and Safety Officer, Christine and Gemma Manager.

Procedure

- ✚ To complete all daily and weekly checks and charts (Kitchen / Fire / Documentation and H/S files)
- ✚ To carry out an annual risk assessment relating to inspection report
- ✚ To make hazards analysis / risk assessments and devise action plans and reviews (as appropriate)
- ✚ To review complaints, concerns, issues, accidents, hazards, risk assessments.

Procedure of Staff Team

- ✚ All equipment which is found to be broken or damaged is to be reported to the Health & Safety Officers
- ✚ It is the staff duty to report all accidents, concerns, issues, near misses, complaints and the like to the Health & Safety Officer.
- ✚ Follow the policies and procedures set by the Health & Safety Officer.
- ✚ Ensure that mental and written risk assessments are carried out and followed.

Risk assessment

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



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Safety Practice Policy

Purpose

- ✚ Children have their needs met in a safe environment
- ✚ To safeguard children, staff and visitors to the setting
- ✚ To prevent accidents
- ✚ Infection Control

Policy Statement

Staff must practice safety throughout their working day adhering to all policies, procedures and codes of conduct to ensure a safe environment.

Procedure

- ✚ All relevant policies to be familiar and followed
- ✚ Outings policy must be read when planning outings and discussed with the team you are going on an outing with. Policy, procedure, rules, risk assessments, route planners and meeting points should be discussed with staff and children prior to going out along with the play plan. Please prioritize time for this important meeting.
- ✚ Vehicle / transport policy must be understood.
- ✚ Hazards analysis and risk assessments are to be carried out both inside and outside.
- ✚ Action plans with timescales are to be devised and reviewed.
- ✚ Play plans must be put in place and discussed.
- ✚ All plans must be S.M.A.R.T tested.
- ✚ Radiator guards must be put in place.
- ✚ Gas appliances serviced annually/gas certificate to be valid and filed by management.
- ✚ P.A.T. testing to be carried out annually and certification filed by management.
- ✚ Periodic annual testing to be carried out annually and certification filed by management
- ✚ Bi- annual and annual fire checks and tests to be carried out and certification filed by management.
- ✚ A register of children, staff, students, volunteers and visitors to be signed daily and kept.

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- ✚ Staff to child ratio must be followed at all times.
- ✚ Any indoor or outdoor water activities are supervised at all times (emptied when not in use)
- ✚ Glass doors must be fitted with safety glass.
- ✚ Evacuation procedures are to be carried out regularly and logged.
- ✚ Fire doors and exits are to be kept clear and identified.
- ✚ All documentation and records are to be kept on file regarding transport. Drivers must have valid M.O.T., insurance certificates and tax discs.
- ✚ The registered person must ensure adequate public liability insurance.
- ✚ No personal mobile phones to be kept on the floor. All personal phones left in "staff area". No personal mobile phones to be taken on outings.
- ✚ Work mobiles to be taken on outings. The Destination, mobile number, route and time of journey to be logged on white board before leaving and told to Line Management.
- ✚ Only the work camera to be used for children's photo's (with parental permission). All photographs to be taken with permission of parent only (logged as evidence). All memory of photo's to be removed once printed. Only Business camera's to be used and stored on site. No personal or mobile phone camera's to be used. Memory wiped after printing.
- ✚ Only small buggies & prams to be left in the specific pram space at the setting.
- ✚ Buggies and car seats to be left in store area only if there is room.
- ✚ Nothing to be stored in the areas other than the storage areas.
- ✚ Doors to be closed after every entry and leaving. Do not let anyone in with you. It is the responsibility of everyone to ensure the door is securely closed behind you.
- ✚ No running in the establishment
- ✚ No wild ball games in the establishment
- ✚ Adhere to your manual handling training.
- ✚ Store tools away correctly.
- ✚ Use appropriate safety measures for electrical points.
- ✚ Do not leave dangerous equipment unattended.
- ✚ Do not smoke in the establishment
- ✚ Use equipment such as ladders correctly and make a risk assessment before climbing one.
- ✚ Ensure toilets are clean after use

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- ✚ Ensure good Hygiene is maintained
- ✚ Ensure the areas are safe for children
- ✚ Ensure there is no dogs mess on your shoes
- ✚ Staff and students, do not chew gum in the establishment. 40. Do not wear dangling jewellery in the establishment
- ✚ Wear only blue plasters to cover abrasions.
- ✚ Wear appropriate uniform and shoes with a back; do not wear flip flops when working in the establishment.

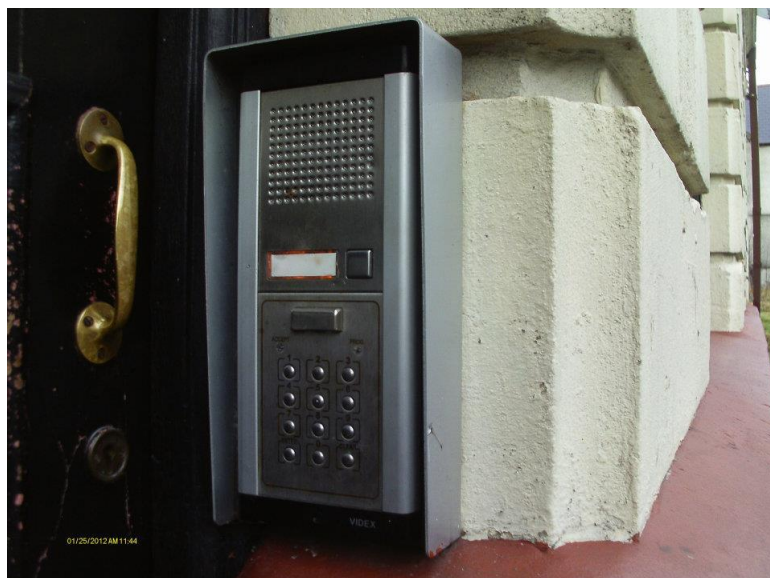
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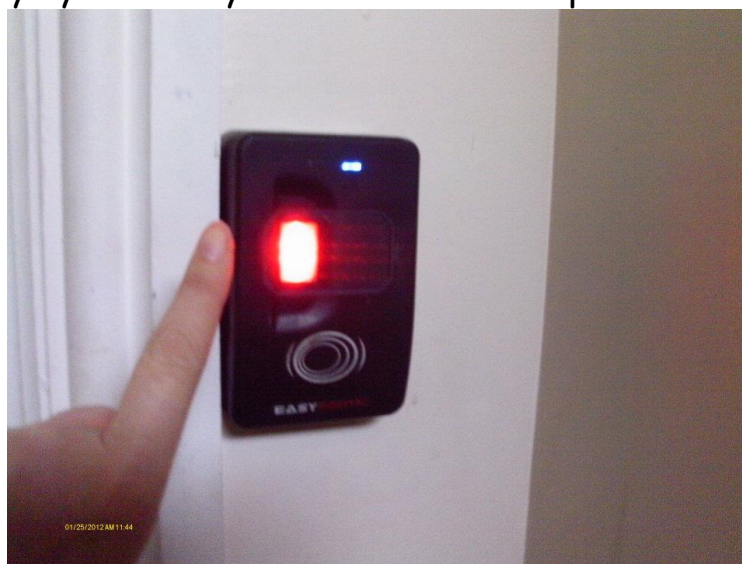


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Health & Safety -Security



Our Security system only allows authorized persons in the setting.



✚ All persons must check that the front door is closed securely behind you.

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Staff Ratio Policy



0- 2 years 1 staff: 3 children

2- 3 years 1 staff: 4 children

3- 7 years 1 staff: 8 children indoors

3 - 7 years 1 staff: 6 children (outdoors)

8 - 12 years 1 staff: 10 children

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Bomb Scare Policy

Discovery of suspect package

If an employee discovers an unattended package, he or she shall take action to clear the immediate area and notify management who will arrange the evacuation of the building (following our evacuation procedure).

Bomb threat in the vicinity of New Beginnings

If there is a bomb threat in the vicinity of the building, the management shall ensure the directions of the police and other on-scene authorities are understood and followed.

Receipt of a bomb threat by a member of New Beginnings

If an employee receives a telephone call in respect of a bomb threat they should transfer the call to the management. If this is not possible they should:

1. Write down the key points of the message so that it can be relayed **exactly as it was received**. It is important to attempt to determine the following:
 - ✚ The gender and approximate age of the caller
 - ✚ Any background noise
 - ✚ Scheduled detonation time if given
 - ✚ Reason for placing the device in our premises
 - ✚ Location of device
 - ✚ Type of device
 - ✚ ID of caller (code etc.)
2. Notify the police immediately (using 999 emergency telephone number) providing as much detail as possible.
3. Notify management who will arrange the evacuation of the building. Unless the situation is critical, employees should not advise other staff of the occurrence, as this may cause panic and disrupt the orderly evacuation of the building. The evacuation procedures will not necessarily be the same as for the fire alarm condition, because it may be necessary to avoid the location of the device. Every reasonable precaution to divert staff from the source of the problem, if known shall be taken.

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Accident Policy and Procedure

1. Infection control
2. Asthma protocol
3. How to act in an emergency
4. Medical Declaration
5. Medical policy
6. Sickness policy
7. First aid training
8. Accident and Incident investigation
9. Hazard analysis
10. Medication form
11. Medicine slip
12. Exclusion policy
13. Immunisation

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Infection Control

Purpose

New Beginnings aim to prevent the spread of infectious illness and infections by adhering to the following procedures:

Policy Statement

This policy is designed to ensure that a safe, healthy environment is maintained at New Beginnings. We recognize that infection can spread quickly amongst children in a childcare environment therefore we will endeavor to ensure that infections are controlled and good health and hygiene practices are maintained.

It is our responsibility to ensure that any child, staff member, volunteer, student or parent / carer who have a contagious illness are excluding from the setting for the recommended period of time.

We have a responsibility to inform parents/carers that children attending the setting have a contagious illness.

All members of the staff team, volunteers and students have a responsibility to ensure that they do not attend if they have an infectious illness, this will assist New Beginnings to prevent the spread of any infectious illness.

PROCEDURE

- ✚ Excluding children with infectious illnesses and infections for the recommended period of time.
- ✚ Excluding all staff members, volunteers and students with infectious illness and infections for the recommended period of time.
- ✚ Identify signs and symptoms of illness in children and adults while they are in the setting.
- ✚ Inform parents/carers if their children become unwell and arrange for them to be collected at the earliest opportunity.
- ✚ Limiting the contact of unwell children with other children until they are collected from us, taking into account the sensitivity of the situation and that the child does not feel upset from the removal from the other children.

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- ✚ Preventing the spread of infection by adhering to our health and safety policy, hand hygiene policy and food safety policies' and procedures.
- ✚ Informing other parents, staff, volunteers and students of the infectious illness or infection whilst maintaining the anonymity of all the children and adults involved.

The following are the types of infections and illness that would be reported to parents/carers, staff, volunteers and students: Sickness & Diarrhea, Chickenpox and measles, mumps, meningitis, whooping cough, head lice, conjunctivitis. We monitor children when there has been exclusion for signs and symptoms of the same illness. All cases of infectious illness are recorded on the illness form and signed by parents on collection of the child. Members of staff who become unwell will be sent home and cover re arranged to ensure correct staff ratio is maintained. Children will not be admitted into the setting if they are showing signs of any ailment that could be contagious. Any member of staff, volunteer or student who attends work showing signs of any ailment that could affect their ability to carry out their duties will be sent home and cover will be arranged to ensure ratios are maintained. Children who become unwell during the course of the day will be made comfortable and will be cared for by a member of staff until a parent / care can collect them. The dignity of the child will remain paramount and we will ensure that the risk of the illness spreading is minimized. If medication is administered the medication policy will be followed. The child's parent/carer will be contacted when their child becomes unwell and will be asked for them to collect the child or make arrangements for the child to be collected as soon as possible. When a child's parent/carer cannot be contacted then the child's emergency contact provided on the contract will then be contacted. The person collecting the child will be asked to sign any records needed for example illness form and medication forms.

Asthma Protocol

Purpose

To prevent the risk of an asthma attack
To medicate when an attack occurs

Policy Statement

Asthma is a respiratory condition marked by attacks of spasm in the bronchi of the lungs, causing difficulty in breathing. It is usually connected to allergic reaction or other forms of hypersensitivity.

How asthma is treated.

While there is no cure for asthma, there are a number of treatments that can help control the condition.

Treatment is based on two important goals, which are:

- ✚ relieving symptoms
- ✚ preventing future symptoms and attacks

For most people, this will involve the occasional - or, more commonly, daily - use of medications, usually taken using an inhaler. However, identifying and avoiding possible triggers is also important.

Ensure personal asthma action plan agreed with your doctor or nurse that includes information about the medicines you need to take, how to recognize when your symptoms are getting worse, and what steps to take when they do so.

Procedure

The setting should be notified by the parents / carers that the child suffers with asthma (children who use inhalers) before the child starts his / her day

The child's medical information should be completed on the entry records with all the relevant information

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The child's carer / parent should ensure that the setting is given a supply of reliever medication, clearly labeled with the child's name on it. Doses are to be clearly specified on the entry record (and updated) as well as the medication permission slip which is kept in the diary on the day then the child's individual file for record

The Key Worker must ensure that the inhalers are available and to hand on outings as well as at base

Inhalers will be stored in the medication storage cupboard relevant rooms: Nursery or Club. Pump to be taken with child on outings. Parents are responsible to take the child's medications with them at the end of the day

Any inhaler administered will be recorded like any other medication, on the medication log. The medication log is filled out each time medication is given to a child

The medication log records the child's name, name of the medication, the dose, the time given, the signature of the person administering the medicine, signature of a witness and at the end of the child's day the signature of the parent

The child's Key Worker will keep the child's parent up to date verbally on how the child's symptoms and health has been that day. The information will also be logged and kept in the Child's individual file.

A copy of the Asthma protocol and guidelines for using volumetric device to be kept in the child's record.

Our local Pediatric Respiratory Nurses are stationed at Royal Glamorgan Hospital Ynysymaerdy Llantrisant CF72 8XR 01443 443217.

Procedure in how to act in an emergency

- ✚ APPROACH CALMLY.
- ✚ ACT QUICKLEY TO ENSURE THE SAFETY OF THE PERSON AND MAKE ANY DANGEROUS CONDITIONS SAFE.
- ✚ TAKE CONTROL
- ✚ REASSURE THE CHILD/CHILDREN / STAFF
- ✚ ASSESS THE SITUATION
- ✚ PROVIDE FIRST AID
- ✚ CALL FOR ASSISTANCE
- ✚ EXPLAIN/REASSURE/DISTRACT NON-INJURED CHILDREN TO:
- ✚ AVOID PANIC
- ✚ MAINTAIN A CALM ATMOSPHERE
- ✚ DISPEL RUMOURS

Ask others to help you, arrange for:

- ✚ A key worker / play worker to supervise the children to ensure their safety. someone to phone for assistance
- ✚ A person to stay with the child to maintain care and concern in case they are frightened.
- ✚ Somebody to contact the parent/carer/named person.
- ✚ Someone to accompany the child to the hospital if the parent is not available.

Record the incident in the accident book

Report accident to appropriate people, e.g. parent, carer, manager, employers, and if appropriate to the Health and Safety Executive with form F2508.

We are obliged to report some work-related accidents (If seriously injured we are legally obliged under the reporting of injuries, diseases and dangerous occurrences regulations (RIDDOR) to report the incident ASAP. Keeps a record of accidents including time, date and brief description of what happened

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CSSIW Number: W07-1147
Company Number: 6534372

MEDICAL DECLARATION

Name of organisation: New Beginnings (Rhondda) Ltd

Full name:

Maiden name:

Address:

Post Code:

Contact number:

Date of birth:

Next of kin Name:

Next of Kin Contact number:

Doctor's name:

Address:

Contact number:

Do you suffer with any of the following? Please put a tick or a cross & detail.

Epilepsy:

Hearing impairment:

Visual impairment:

Physical limitations:

Asthma:

Migraine:

Are you taking ongoing Medication (Please state):

Health history:

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Please list any treatment you are receiving at this time?

Dietary needs:

Intolerances:

Allergies:

Special needs:

Do you suffer with any other condition that might affect your work with children?
If so please note:

Please list any hospital admissions over the last 5 years:

Please tell us about any serious, physical, emotional or mental illness in the last 5 years:

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Medical declaration discussion evidence:

The information I have given is true and accurate. I give permission to ask my G.P. or any other practitioner to add any other information they believe to be relevant to help you assess my application to become registered to work with children

Signed :

Date:

Manager's signature:

Date:

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Medication Policy

Purpose

To administer medication in a safe and appropriate way

Procedure

Permission is given and a written agreement is signed and followed: medication slip each day.

The medication is stored appropriately: read container for instructions: in original containers, clearly labeled with child's name on it.

Check the medicine details: only give the medicine to the named child.

Log down on medication slip all necessary information: time, dose, and name of medication, named staff administering the med, witness signature.

Medication slip is kept for record in child's file Trained staff to administer medication: some knowledge or training may be needed: asthma pump.

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Sickness Policy

Purpose

- ✚ To restore and maintain the health and welfare of the child / carer / visitor.
- ✚ To avoid the spread of illness / infection.

Procedure

- ✚ Report any sickness and diarrhea to line management as soon as possible
- ✚ Do not return to the setting for 48 hours after eating and drinking normally
- ✚ Ensure the child is fit and well, eating and drinking normally and free from any symptoms on return to setting
- ✚ Any communicable diseases are to be reported to the officials
- ✚ Follow the advice laid down by the government regarding isolation periods and notification
- ✚ Medication only to be administered with the written authority of the parent (see medication slip and policy)
- ✚ Written permission is to be obtained to seek emergency medical advice or treatment (kept in individual file).
- ✚ Parent's to be contacted when baby/child demonstrates symptoms of illness: rash, temperature, sickness, diarrhea, blueness around mouth, breathing difficulties etc. by the manager or the Key Worker of said child. Contact details kept in individual file and contact lists.
- ✚ The Manager will designate a member of staff to attend to the child and parent when he/she arrives.



Purpose

- ✚ To ensure the health, safety and welfare of the child, visitor and carer

Procedure

- ✚ All staff have current First Aid training: good practice
- ✚ At least one member on the team has "First Aid at Work" training
- ✚ Follow general assessment routines: assess area around patient, check for response, shout for help, check for breathing, act on findings, recovery position, record and notify line management and parent
- ✚ Complete accident book / number the accident
- ✚ Copy accident sheet and add to child's personal file: ensure the accident is numbered
- ✚ Assess situation
- ✚ Be familiar with all relevant policies e.g. Health and Safety, Asthma protocol
- ✚ Key Worker (responsible adult); witness to accident, will complete accident investigation sheets each accident
- ✚ Follow individual child's Health Care plan
- ✚ Key Worker will complete annually accident investigation sheets □ Manager will complete bi-annually accident investigation sheets
- ✚ Log findings: add to "Quality of Care" and discuss with team

Accident & Incident Investigation

To be filled out by Health & Safety Officer / Manager / annually

Date / Year: May 2016 - May 2017.....

Group names.....

Age of children.....

Name of Key Worker.....

Log number	Child's name	Date	Time	Area	Relation: Stage / Age / Background, History
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					

Please answer the following questions

Could these accidents have been avoided?

.....

Are there any similar re-occurrences or accidents?

.....

Was the staff: child ratio correct?

.....

Is the team's response and action minimising the risks of more accidents?

.....

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Risk Assessment

Concern & Date	Hazard Identified	Risk Level HIGH MEDIUM LOW	Control Measure	Risk Level HIGH MEDIUM LOW	Records Kept and review date.

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Ongoing Medication Slip

To be filled in by parent/carer

Full Name of child requiring medication:	Instruction of application:	Time(s) that child requires medication:
Name of Medication required:	Date that child requires medication:	Reason for medication:
Medication dosage required:	Day that child requires medication:	Name of parent/carer:

Medication Log for parent/carer.

Please state time of last dosage (each day)

	Date	Time of last dosage	Amount of last dosage
Mon			
Tue			
Wed			
Thurs			
Fri			

Consent

I the named parent/carer give my permission for New Beginnings staff to administer the stated medication following time, dosage and application to my child. I state that the medication (named above) was prescribed by the child's G.P and that the child has received the first 48 hours of it at home. To my knowledge the above information is correct. I believe my child is well enough to come to New Beginnings.

Signed.....

Dated.....

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Medication Slip

To be filled in by parent/carer

Full Name of child requiring medication:

Name of Medication required:

Medication dosage required:

Instruction of application:

Date that child requires medication:

Day that child requires medication:

Time(s) that child requires medication:

Reason for medication:

Name of parent/carer:

Time and amount of last dosage at home:

Consent

I the named parent/carer give my permission for New Beginnings staff to administer the stated medication following time, dosage and application to my child. I state that the medication (named above) was prescribed by the child's G.P and that the child has received the first 48 hours of it at home. To my knowledge the above information is correct. I believe my child is well enough to come to New Beginnings.

Signed.....

Dated.....

Reviewed: May 2018

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Exclusion Policy

Purpose

To ensure the health and welfare of each individual child and team member

Procedure

- + Follow guidelines demanded by the Environmental Health Departments.
- + All children must be fit and well to attend the setting
- + Any child who has suffered from sickness and diarrhea must be symptom free for 48 hours before returning to the setting.
- + Parents must notify the Manager if their child has a notifiable disease e.g. measles.
- + The Manager must notify the Environmental Health Department of any notifiable disease.
- + Follow the guidelines for isolation and exclusion periods.
- + Parents will be notified if their child becomes unwell at the setting.
- + The child's contacts will be contacted if the first parent is not available.
- + Arrangements must be made for the child to be collected.
- + All parents will be notified if there is an outbreak of an infectious, contagious or notifiable disease at the setting.

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Immunisation

In the UK the law is as follows: All vaccines are voluntary, however it is recommended by government that children be vaccinated/immunized.

At New Beginnings we ask that parents inform us about the vaccinations your child has/has not received for in the event that emergency services require the information.

Staff vaccinations

The Governments advise is that all staff be vaccinated and keep up to date with their vaccinations for: Tetanus Tuberculosis, Rubella, Hepatitis and Polio and to keep the management team informed. However it is a voluntary practice within the UK Law.

If a member of staff is unsure as to whether they are up to date, then we recommend that they visit their GP or practice nurse.

Emergency information

We keep emergency information for every child and it is the parents / carers responsibility to inform us of any changes to this information so can be amended.

Please ensure that you fill in the medical section on the parent admin system we provide. An example below:

<p><u>Illnesses</u></p> <ul style="list-style-type: none">• IllnessImmunised• Chicken Pox: ✕ ✕• Diphtheria: ✕ ✓• Hepatitis A: ✕ ✕• Hepatitis B: ✕ ✕• Measles: ✕ ✓• Meningitis C: ✕ ✕• Mumps: ✕ ✓• Pneumonia: ✕ ✕• Polio 2 Months: ✕ ✕• Polio 3 Months: ✕ ✕• Polio 4 Months: ✕ ✕• Rubella: ✕ ✓• Scarlet Fever: ✕ ✕• Tetanus: ✕ ✓• Whooping Cough: ✕ ✓ <p><u>Other:</u> Polio and MMR</p>	<p><u>Any Health Problems</u></p> <ul style="list-style-type: none">• Yes / No• Visual Impairment: ✕• Respiratory Problems: ✕• Regular Medication: ✕	
	<p><u>Doctor</u></p>	<p><u>Health Visitor</u></p>

Cleaning

1. Laundry Policy
2. Changing Bin Policy
3. COSHH List
4. Examples of cleaning records

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Laundry Policy

Procedure

- + To use appropriate cloths / flannels for particular tasks.
- + To dispose of cloths / flannels in the appropriate bins provided.
- + Wash hands before and after carrying out a task.

Wash all cloths, Flannels, Towels, floor cloths, dish cloths, tea towels on 90.

All other laundry

- + Bibs / Rapid 44
- + Bedding / Rapid 44
- + Toys Etc. / Rapid 44

Are to be washed on appropriate temperature (refer to tag)

All foods shaken off all Bibs and Flannels and then to be placed in laundry basket
Bedding and bath towels are to be placed in the laundry basket also.

All foods shaken off all dish cloths and tea towels and then to be placed in the white bin kept in the corridor (outside kitchen)

All dishcloths, tea towels, floor cloths, mops are to be swilled and washed on 60degrees:

If bugs or illness is apparent wash on 90 degrees

Use separate wash for each type of cloth

To be soaked before wash when necessary

Nappy flannels bin is grey in nappy area

Mop & floor cloth bucket grey in corridor (outside kitchen)

Place all dirty laundry in correct container (using disposable bags).

All face flannels, bibs, blankets, toys and clothes in laundry box in play room.

Put all nappy flannels in grey bin in nappy area.

Dish cloths & tea towels.....White bin in corridor (outside kitchen)

Floor cloths and mops..... Grey bin in corridor (outside kitchen)

Changing Bin Policy

Purpose

To ensure staff, students & volunteers practice good health and hygiene.

To prevent bacteria spreading.

Procedure

1. Bins to change as often as necessary (full / odour / daily)
2. Child Care Assistants are responsible for changing the bins daily at an appropriate time and routine.
3. The person is to wear disposable gloves and a disposable apron to change the bins .
Gloves and aprons are to be discarded in the bin once the bins are changed (recycle)
5. Hands to be washed; using water to wet hands, soap worked to lather up past wrists. Once hands, fingers and nails are washed and scrubbed (nailbrush) the lather to be swilled off. Hands then dried with paper towels
6. All bins to be checked; lids and base to ensure they are clean, before placing the clean white bag into the bin. The white bags are then placed into a black bag for disposal
7. Wipe bin lids and surround every day
8. When the bins need washing; the same process of gloves, apron and hands washed and dried to be used
9. To wash the bin and lid use anti-bacterial sanitizer, diluted appropriately. Bin then to be swilled and wiped dry daily.
10. Check the floor and wall area around the bin. Clean area when and where necessary
11. Ensure bin lid is closed and properly fitted at all times
12. All refuse in black bags to be placed into green wheelie bin around the back.
Wheelie bin lid to be closed at all times. No black bags or refuse to be left on the floor
13. All recycle refuse to be placed in recycle blue bags and put out on a Monday morning 6.45 a.m. (all cartons and packets to be washed clean, cut up in small pieces / crushed / safely)
14. All boxes to be cut / flattened and disposed of on a Monday 6.45 a.m.
15. All paperwork to be shredded and placed in recycle bags
16. All food waste to be placed in the food recycle bag in the green food recycle bins

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17. The large green food recycle bin is to be storage for the small green recycle bins
18. The large green recycle bin is to be put into the porch area with the recycle bags at the end of the day on a Friday. The bags and bins will then be ready for putting out on a Monday morning
19. The wheelie bin or the large green food waste bin is to not to be left outside once emptied (It will be stolen) There is a cost to replace the bins
20. All bins are to be kept clean on the inside and outside

Combustible Waste

- ✚ Regular arrangements are made for the disposal of combustible waste to prevent a build-up.
- ✚ Combustible Waste is stored outside of the building.
- ✚ Flammable substances such as glues and paints are handled with care and are stored in a lockable cupboard
- ✚ No loose combustible waste is stored within the site

COSSH List

Technical Information Safety Data Sheet

1. Apple Fresh
2. Aura / Deodorizer concentrate
3. Deep Blue / Perfumed cleaner, Sanitizer and descale
4. Milton sterilizing tablets
5. Sterilizing fluid
6. Anti bac surface spray
7. Boots sterilizing tablets and steam descale

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Staff, Student & Volunteer Policies & Procedures

1. Mental Health & Well-Being
2. Alcohol & drugs policy
3. Harassment and bullying at work policy and procedure
4. New Beginnings (Rhondda) Ltd Code of Conduct Policy
5. Implementation Policy
6. Manual Handling
7. Ladder Procedure
8. Suitable Person Policy
9. Student Policy
10. Staff/Student Induction Topics
11. Disciplinary procedures
12. Job Descriptions
13. Management Quality techniques
14. Return to work policy

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New Beginnings Mental Health & Well-Being Policy

New Beginnings workplace mental wellbeing policy covers the following aspects of mental health and wellbeing:

- + Promotion of mental wellbeing
- + Promoting the mental wellbeing of all staff through:
- + Providing information and raising awareness about mental wellbeing
- + Providing opportunities for employees to look after their mental wellbeing
- + Promoting policies and practices that promote wellbeing.

Management skills

Developing skills for managers and supervisors to:

- + Promote the mental wellbeing of employees
- + Deal with issues around mental health and stress effectively.

Support

Providing support to employees through:

- + Providing a work environment that promotes and supports mental wellbeing for all employees
- + Offering assistance, advice and support to people who experience a mental health problem while in employment
- + Support for staff returning to work after a period of absence due to mental health problems.

Employment

Helping people get back to work after a period of absence due to mental illness through:

- + Recruitment practices
- + Making reasonable adjustments
- + Retaining staff that develops a mental health problem.

Policy actions

- + Give employees information to increase their awareness of mental wellbeing.
- + Provide opportunities for employees to look after their mental wellbeing, for example through physical activity, stress-buster activities and social events.
- + Offer employees flexible working arrangements that promote their mental wellbeing.
- + Give all staff the opportunity to influence how they do their jobs
- + Give employee's opportunities to utilize their skills
- + Set employees realistic targets that do not require them to work unreasonable hours. Ensure all staff has clearly defined job descriptions, objectives and responsibilities.

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- + Provide employees with good management support, appropriate training and adequate resources to do their job.
- + Manage conflict effectively and ensure the workplace is free from bullying and harassment, discrimination and racism.
- + Establish good two-way communication.
- + Give non-judgmental and proactive support to individual staff that experience mental health problems.
- + Deal sympathetically with staff suffering from mental health problems due to circumstances outside the workplace, and who consequently find it difficult to do their jobs properly.
- + Give new employees a comprehensive induction programme providing an understanding of the company.
- + Ensure individuals suffering from mental health problems are treated fairly and consistently and are not made to feel guilty about their problems.
- + Encourage staff to consult to the Managers, their own GP, or a counselor of their choice.
- + Investigate the contribution of working conditions and other organisational factors to mental ill health and remedy this where possible.
- + In cases of long-term sickness absence, put in place, where possible, a graduated return to work.
- + Make every effort to identify suitable alternative employment, in full discussion with the employee, where a return to the same job is not possible due to identified risks or other factors.
- + Treat all matters relating to individual employees and their mental health problems in the strictest confidence and share on a 'need to know' basis only with consent from the individual concerned.
- + Show a positive and enabling attitude to employees and job applicants with mental health issues. This includes having positive statements in recruitment literature.
- + Ensure that all staff involved in recruitment and selection are briefed on mental health issues and the Disability Discrimination Act, and are trained in appropriate interview skills.
- + Make it clear, in any recruitment or occupational health check undertaken, that people who have experienced mental health issues will not be discriminated against and that disclosure of a mental health problem will enable both employee and employer to assess and provide the right level of support or adjustment.
- + Do not make assumptions that a person with a mental health problem will be more vulnerable to workplace stress or take more time off than any other employee or job applicant.
- + Ensure all line managers have information and training about managing mental health in the workplace.
- + Identify all workplace stressors and conduct risk assessments to eliminate stress or control the risks from stress. These risk assessments will be regularly reviewed.

- ✚ Consult with trade union safety representatives on all proposed action relating to the prevention of workplace stress.
- ✚ Provide training in good management practices, including those related to health and safety and stress management.
- ✚ Provide confidential counselling for staff affected by stress caused by either work or external factors.
- ✚ Provide adequate resources to enable managers to implement the organisations agreed workplace mental wellbeing policy.

Responsibilities

Managers have a responsibility to:

- ✚ Monitor the workplace, identify hazards and risks and take steps to eliminate or reduce these as far as is reasonably practicable.
- ✚ Ensure good communication between management and staff, particularly where there are organisational and procedural changes.
- ✚ Assist and support employees who are known to have mental health problems or are experiencing stress outside work - for example due to bereavement or separation.
- ✚ Ensure staff are provided with the resources and training required to carry out their job.
- ✚ Monitor workloads to ensure that people are not overloaded.
- ✚ Monitor working hours and overtime to ensure that staff are not overworking, and monitor holidays to ensure that staff are taking their full entitlement.
- ✚ Ensure staff are provided with meaningful developmental opportunities.
- ✚ In addition, senior management will ensure that staff performing a management or supervisory function have sufficient competence to discharge that function in a manner consistent with the maintenance of mental health in **the workplace**

Human resources/Managers have a responsibility to:

- ✚ Organise training and awareness courses on workplace mental wellbeing in conjunction with suitable experts.
- ✚ Provide advice and support to employees and managers in relation to this policy.
- ✚ Monitor and report on levels of sickness absence which relate to mental health problems including stress-related illness.

Employees have a responsibility to:

Raise issues of concern and seek help from their safety representative/Manager/Managing Director

Accept opportunities for counselling when recommended.

Follow the Disability and discrimination act

Accept opportunities for training

Follow risk assessments that control the risk of stress in the workplace

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Follow specific risk assessments

Treat fellow employees, employers, visitors, children and students with respect regardless of mental health issue.

Build fellow employees, employers, children, visitors, students up rather than tearing down with belittling words, abusive words, and whispering, bullying, negative remarks.

Safety representatives/ Managers must be:

- + Meaningfully consulted on any changes to work practices or work design that could precipitate stress
- + Able to consult with members on the issue of stress, including conducting workplace surveys
- + Involved in the risk assessment process
- + Allowed access to collective and anonymous data from human resources
- + Provided with paid time away from normal duties to attend trade union training relating to workplace stress
- + Able to conduct joint inspections of the workplace at least once every three months, to ensure that environmental stressors are properly controlled.

Review and monitoring

The human resources department/Managers will be responsible for reviewing the workplace mental wellbeing policy and for monitoring how effectively the policy meets its aims and objectives.

Indicators to measure effectiveness include:

- + working hours and patterns
- + accidents at work
- + staff complaints
- + staff sickness levels
- + staff turnover
- + use of occupational health or counselling services •
- + the employee survey
- + Early retirement through ill health • exit interviews.

The policy will be reviewed six months from implementation and then annually after that to ensure that it remains relevant.

New Beginnings (Rhondda) Ltd Workplace Alcohol and Drugs Policy

Introduction

New Beginnings are committed to providing a safe, healthy, and productive working environment for all employees, children, parents/carers, volunteers and visitors involved in the business. This policy sets out our aims in reducing and managing alcohol and drug problems in the workplace. Alcohol and drug problems are associated with a wide variety of costs for employers and employees. These costs include ill-health sickness absence, reduced work performance, and accidents. Consumption of drugs and alcohol (including prescription and over the counter drugs) or intoxication during working hours implicates the health and safety of the individual, children and others at the setting, since these substances impair coordination, judgment, and decision making. Irresponsible behavior resulting from the misuse of drugs and/or alcohol can be harmful to the children in our care and others involved in the business. It may damage our reputation and/or business, and as such, is a policy matter.

Policy Objectives

- ✚ To state our position on alcohol and drugs within the workplace.
- ✚ To ensure we comply with appropriate legislation.
- ✚ To minimise the creation of risks caused by or associated with alcohol and drugs at work.
- ✚ To have clear rules regarding substance misuse in the workplace.
- ✚ To provide employees with training on the adverse health effects of alcohol and drugs.
- ✚ To encourage the early identification of substance misuse
- ✚ To support employees experiencing alcohol and drug problems.
- ✚ To provide sufficient training and support to line managers to make sure they feel able to support employees experiencing problems.

Definitions of Alcohol abuse

We define alcohol abuse as any drinking, either intermittent or continual, which interferes with health and/or social functioning and/or work capability or conduct.

We define drug abuse as the use of illegal drugs, the deliberate misuse of prescribed or over the counter drugs, and the use of solvents, either intermittent or continuous, which interfere with health and/or social functioning and/or work capability or conduct. In the case of prescribed and over the counter drugs, we recognise that their possession and use by the employee is legitimate.

Under the Health and Safety at Work Act 1974, we recognise the duty to protect the health, safety, and welfare of employees and others who are (or may be) affected by their activities, as far as is reasonably practicable, and we are committed to taking

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measures to ensuring this safety. Under the Management of Health and Safety at Work Regulations 1999, we will carry out a risk assessment to identify workplace hazards and put measures in place to minimise these risks. Under the Misuse of Drugs Act (1971), it is illegal for anyone, to produce, supply or be in possession of illegal drugs. Employers may be liable if they knowingly allow an employee, customer, or service user to dispense, manufacture, possess, use or sell drugs on their premises.

Policy Rules

- ✚ We require all employees to come to work free from the effects of alcohol and drugs.
- ✚ Working under the influence of alcohol or drugs, or consuming alcohol or drugs during hours of work, including paid and unpaid breaks, is unacceptable behavior.
- ✚ Employees found in possession of illegal drugs or using illegal drugs while at work will normally be reported to the police.
- ✚ If the legitimate use of prescribed drugs is likely to affect job performance and safety, employees should inform their line manager immediately.

Education

- ✚ We are committed to promoting health and welfare at work.
- ✚ We will provide employees with information on safe and sensible drinking and the risks associated with drug use.
- ✚ We will disseminate this information via written materials, meetings and email communication.
- ✚ We are committed to providing suitable and sufficient training to help managers enforce this substance misuse policy and support any employees with a problem.
- ✚ Additional support can also be sought from the Managing Director and the Manger.
- ✚ New managers will be made aware of their responsibilities in relation to this policy via the company induction programmed.
- ✚ New staff will be made aware of this policy during the induction and will be sent a copy with their contract of employment.
- ✚ This policy will be sent to all staff during induction and will thereafter be available on the New Beginnings website.

Identifying a problem

Substance misuse may become apparent through a number of signs.

- ✚ Persistent short-term absence.
- ✚ Frequent unauthorised absence
- ✚ Recurrent small accidents.
- ✚ Poor time keeping.

- ✚ Inconsistency in work performance.
- ✚ A breakdown in working relations
- ✚ Paranoia/aggression.
- ✚ Deterioration in physical appearances, such as dental problems/weight loss.

If a member of staff suspects an alcohol or drug problem in a colleague they should:

- ✚ Encourage the person to seek help from support agencies.
- ✚ Report the matter to a manager

How New Beginnings deals with drug & alcohol misuse.

Our policy is principally concerned with ongoing issues of substance misuse. We class these as 'capability issues' as the problem will primarily impact how the individual performs their job. In circumstances where an employee breaches the policy on an individual case, such as reporting for work drunk or being under the influence of drugs at work, we will class this behaviour as a conduct issue and handle it via the normal disciplinary procedures. If an employee, for example, is violent at work while under the influence of any substance or deals illicit substances at work or any other very serious incident, we will consider this serious misconduct and are justified in summary dismissal. If an employee admits to having a substance misuse problem, the disciplinary process may be held in abeyance. This will be subject to the successful outcome of treatment and improvement of performance/job capability. If the employee subsequently admits to a substance misuse problem following an instance of serious misconduct, we may carry out the support route and the disciplinary route in tandem.

What to do if you have a drug/alcohol problem

Voluntary Referral Employees who suspect or know they have a drug or alcohol problem are encouraged to seek support at an early stage.

Confidentiality

All appropriate staff, such as Managing Director, Manager & Team leaders, must maintain confidentiality for any employee who is experiencing problems with drugs and alcohol. Appropriate staff must not divulge information regarding individual cases to third parties. Information can only be divulged in cases where safety would be compromised by not doing so.

Relapse

We acknowledge that relapse is common with alcohol and drug problems and, in normal circumstances. We will treat relapses on a case-by-case basis. During any review, we

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will take into account the needs of the children & setting.. Managers should make sure that employees are aware that disciplinary procedures may begin following relapses.

Return to Work after the successful completion of treatment.

New Beginnings will try to make sure that the employee returns to their existing role. However, if the employee is unable to fulfill their required duties, we will consider alternative duties if available. The completion of treatment will not affect promotional prospects. Managers should make sure that employees are aware that disciplinary procedures may begin following subsequent relapses.

Equal Opportunities

This policy applies equally to all staff regardless of grade, experience, or role within the company.

Monitoring and Review

This policy will be subject to monitoring to review how the policy works in practice. We will review this policy in twelve months. In compliance with the Employment Protection (Consolidation) Act (1998), we will give all staff twelve weeks' notice of any changes to this policy.

DRUG & ALCOHOL HELPLINES

TEDS (Taff Ely Drug support) 01443 407686 / 01685880090

DAN (Wales Drug & Alcohol helpline) 08088082234

Drink wise Wales -www.drinkwisewales.org.uk



Harassment and bullying at work policy and procedure

Statement of intent

1. Everyone in New Beginnings must work together to create a community where bullying in any form and of any description will not be tolerated.
2. As part of its overall equal opportunities policy, New Beginnings is committed to ensuring that all employees are treated with dignity and respect while at work, irrespective of race, color, nationality, ethnic or national origins, sex or marital status, disability, sexual orientation, age, religion or belief.
3. New Beginnings Managing Director & Manager alongside the governing body (CSIW) are committed to creating an environment of positive working relationships. To establish and protect such an environment, the governing body has policies and procedures (e.g. on grievance) which enable staff to raise concerns and allow these to be addressed.
4. This policy is concerned with the prevention of harassment and bullying in the workplace, and aims to provide a means of challenging unreasonable or unjustifiable behavior. It is not intended to inhibit reasonable and effective management of staff.
5. Harassment and bullying in the workplace will not be permitted or condoned by the Managers and may be treated as a disciplinary offence.
6. New Beginnings Managers will promote and publicise this policy among New Beginnings staff. Equal opportunities statement of commitment
7. New Beginnings board of Management believes firmly in equality of opportunity in employment. It therefore commits itself to developing policies, practices and procedures that promote equality of opportunity and anti-discriminatory practices. To this end, the Managers are committed to ensuring that job applicants and employees receive equal treatment. No applicant or employee will be discriminated against on the grounds of race, color, nationality, ethnic or national origin, sex or marital status, disability, sexual orientation, age, religious belief, nor be disadvantaged by conditions or requirements which cannot be shown to be justifiable. Procedures will be regularly reviewed to ensure that individuals are treated on the basis of their relevant merits and abilities. Managers will continue to review its personnel policies and practices, and to undertake appropriate action to make its policy fully effective.

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8. Management and employees have a responsibility to comply with this policy.
Management has a particular responsibility to implement it by creating a good working environment and by managing people in a professional and caring manner.

Definition and effects of bullying

9. Bullying is characterised as aggressive, intimidating, malicious or insulting behavior or abuse or misuse of power through means intended to undermine, humiliate, denigrate or injure the recipient.

10. Bullying does not always derive from supervisor/subordinate relationships or vice versa; unacceptable peer pressure can also amount to bullying.

Examples of bullying include:

- ✚ Displays of rage at a colleague in public and/or in private
- ✚ Personal insults and name-calling
- ✚ persistent unjust criticism and public humiliation
- ✚ setting objectives with impossible deadlines
- ✚ removing areas of responsibility and inflicting menial tasks instead
- ✚ ignoring or excluding an individual, or talking only to a third party to isolate another
- ✚ spreading malicious rumors
- ✚ insulting someone
- ✚ copying critical memos about someone to others who do not need to know
- ✚ ridiculing or demeaning someone
- ✚ Exclusion
- ✚ Victimization
- ✚ Unfair treatment
- ✚ overbearing supervision
- ✚ unwelcome sexual advances
- ✚ touching or standing too close
- ✚ displaying offensive materials
- ✚ making threats or comments about job security without foundation
- ✚ Deliberately undermining a competent worker by overlooking and constant criticism
- ✚ preventing individuals progressing by intentionally blocking promotion or training opportunities.

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12. Bullying can take other forms. For example, what may emerge as a concern initially categorised as 'harassment', 'intimidation' or 'aggressive management' may, upon investigation, be considered to be a case of bullying.

13. A person who is subject to bullying may suffer from physical and/or emotional symptoms, e.g. disturbed sleep, feeling sick, sweating, shaking, depression and loss of confidence and motivation. Additionally, they can suffer in other ways, e.g. loss of training and development opportunities, and missed promotion opportunities.

New Beginnings approach to bullying and harassment

How to complain about harassment or bullying

14. The governing body (CSIW) requires that any allegations of harassment will be considered seriously and confidentially. Lack of confidentiality can harm both the complainant and also the person accused. The Managers recognises that employees may fear victimisation for making or being involved in a complaint and so is committed to ensure complainants do not suffer. In some circumstances, confidential informal advice from persons nominated for this purpose by the governing body (e.g. a deputy head or a member of the governing body) and their trade union or professional association might help an employee who is unsure of how best to proceed.

Complaints of bullying should be pursued in the following way:

15.1. Employees are encouraged to make clear to the person who is harassing or bullying them that the behavior is unwelcome and must be stopped. However, it may not be possible to resolve the matter informally. (Employees may find it helpful to keep records of incidents of behavior, which they consider to be harassment or bullying, noting the date and time of the incident and details of any witnesses. Such records can be helpful in describing the problem and may also be used if any formal action is subsequently taken. It is not expected, however, that such records would be kept for extended periods without the complainant's concerns being raised through the process.

15.2. Should the behavior continue, staff should approach their line manager or, if appropriate (e.g. if that person is the one causing the concerns), another senior manager.

15.3. If both of these approaches fail, or the person causing the concerns is the Managing Director, Manager or Deputy Manager, staff should seek advice from persons nominated for this purpose by the governing body (normally at least one male and one female) and their trade union or professional association.

16. A manager handling the complaint of harassment or bullying is likely, in the first instance, to discuss the complaint informally with the alleged offender. This should take place without delay after the complaint has been made.

17. If the matter is not resolved informally, the manager will initiate an investigation.

18. Following an investigation, the decision of the manager will be confirmed in writing to the complainant and the person against whom the allegation has been made.

19. If the manager concludes that harassment or bullying have taken place, procedures set out in New Beginnings disciplinary procedure will be initiated.

20. The complainant can appeal against the manager's decision to the appeals panel of the governing body. Appeals must be lodged within ten working days of receipt of the letter confirming the decision, in accordance with arrangements set out in the letter. The decision of the appeals panel is final.

21. Relocation within New Beginnings may be considered and, if it is feasible, every effort will be made to relocate the harasser or bully and not the victim, subject to consultation with all parties. Suspension of the harasser or bully might be considered.

22. Employees who feel they have been harassed or bullied or who have been the subject of allegations will be given access to support, e.g. counseling, if this is appropriate.

23. If, after an investigation (which may include medical enquiries), a period of absence is attributed to proven harassment or bullying at work, no absence shall be recorded against the entitlement to occupational sick pay. Responsibilities of Management and staff (including complainants)

24. The governing body (CSIW) requires all Managers and staff to maintain a high standard of conduct in relationships with colleagues and those who are under their direct authority.

25. The governing body & New Beginnings board of Management will not tolerate intimidation, victimisation, retaliation or discrimination against an individual for filing a

complaint or assisting in an investigation, whether or not the complaint is upheld. Where such action is alleged, the matter will be dealt with in the same way as an allegation of harassment or bullying.

26. Malicious complaints of harassment or bullying will not be condoned and will be regarded as a disciplinary offence. They will be dealt with in accordance with the school's disciplinary procedure.

27. This policy must not be used as a defense against reasonable management behavior, e.g. action under the capability or disciplinary procedure. Such procedures may be suspended where a complaint of harassment or bullying is made.

28. This policy further requires all Managers and staff to act to eliminate any harassment or bullying in the workplace of which they are aware. Failure to do so will be considered a failure to fulfill all the responsibilities of their position.

29. Harassment or bullying of any kind should not be dismissed by either Managers or staff as trivial or insignificant, as a matter of interest only to a minority or as behavior that can be excused as fun or a joke.

New Beginnings (Rhondda) Ltd Code of Conduct Policy

The board of management is required to set out a Code of Conduct for all New Beginnings employees.

Employees should be aware that a failure to comply with the following Code of Conduct could result in disciplinary action including dismissal.

Purpose, scope & principles

A Code of Conduct is designed to give clear guidance on the standards of behaviour all new beginnings staff are expected to observe, and the Managers should notify staff of this code and the expectations therein. Staff are role models and are in a unique position of influence and must adhere to behaviour that sets a good example to all the Children/students/visitors within the Day Care Setting. As a member of new Beginnings, each employee has an individual responsibility to maintain their reputation and the reputation of the day care centre, whether inside or outside working hours.

This Code of Conduct applies to:

- ✚ all staff who are employed by New Beginnings, including the Managing Director & Manager;
- ✚ all staff in units or bases that are attached to New Beginnings such as escorts.

Setting an example

- ✚ All staff who work in New Beginnings must set examples of behaviour and conduct which can be copied by children/students. Staff must therefore avoid using inappropriate or offensive language at all times.
- ✚ All staff must, therefore, demonstrate high standards of conduct in order to encourage our children/students to do the same.
- ✚ All staff must also avoid putting themselves at risk of allegations of abusive or unprofessional conduct.
- ✚ This Code helps all staff to understand what behaviour is and is not acceptable.

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Safeguarding Students

- ✚ Staff have a duty to safeguard children from:
 - ✚ physical abuse
 - ✚ sexual abuse
 - ✚ emotional abuse
 - ✚ neglect
- ✚ The duty to safeguard children includes the duty to report concerns about a child to the school's Designated Senior Person (DSP) for Child Protection.
- ✚ The school's DSP is: *Christine Morris, safeguarding Officer*
- ✚ Staff are provided with personal copies of New Beginnings Child Protection Policy and Whistle blowing Procedure and staff must be familiar with these documents.
- ✚ Staff must not seriously demean or undermine children, their parents or carers, or colleagues.
- ✚ Staff must take care of children under their supervision with the aim of ensuring their safety and welfare.

Students/Child development

- ✚ Staff must comply with New Beginnings policies and procedures that support the well-being and development of the children, students and themselves.
- ✚ Staff must co-operate and collaborate with colleagues and with external agencies where necessary to support the development of children/students.
- ✚ Staff must follow instructions that support the development of children.

Honesty & Integrity

- ✚ Staff must maintain high standards of honesty and integrity in their work. This includes the handling and claiming of money and the use of New Beginnings property and facilities.
- ✚ All staff must comply with the Bribery Act 2010. A person may be guilty of an offence of bribery under this act if they offer, promise or give financial advantage or other advantage to someone; or if they request, agree or accept ,

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or receive a bribe from another person. If you believe that a person has failed to comply with the Bribery Act, you should refer to the Whistle blowing procedure for New Beginnings.

- ✚ Gifts from suppliers or associates of the New Beginnings must be declared to the Management team, with the exception of "one off" token gifts from children or parents. Personal gifts from individual members of staff to children are inappropriate and could be misinterpreted.

Conduct outside of work

- ✚ Staff must not engage in conduct outside work which could seriously damage the reputation and standing of the child care centre or the employee's own reputation or the reputation of other members of New Beginnings.
- ✚ In particular, criminal offences that involve violence or possession or use of illegal drugs or sexual misconduct are likely to be regarded as unacceptable.
- ✚ Staff must exercise caution when using information technology and be aware of the risks to themselves and others.
- ✚ Staff may undertake work outside New Beginnings, either paid or voluntary, provided that it does not conflict with the interests of New Beginnings nor be to a level which may contravene the working time regulations or affect an individual's work performance.
- ✚ Staff must not engage in inappropriate use of social network sites which may bring themselves, the child care setting, or employer into disrepute.

Confidentiality

- ✚ Where staff have access to confidential information about children/students or their parents or carers, staff must not reveal such information except to those colleagues who have a professional role in relation to the child/student.
- ✚ All staff are likely at some point to witness actions which need to be confidential. For example, where a child is bullied by another child (or by a member of staff), this needs to be reported and dealt with in accordance with the appropriate procedure. It must not be discussed outside the setting, including with the child's parent or carer, nor with colleagues in the setting except with the Managing Director or Manager of staff with the appropriate role and authority to deal with the matter.

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- ✚ However, staff have an obligation to share with their manager or the settings Designated Senior Person any information which gives rise to concern about the safety or welfare of a child. Staff must never promise a child that they will not act on information that they are told by the child.

Disciplinary Action

- ✚ All staff need to recognise that failure to meet these standards of behaviour and conduct may result in disciplinary action, including dismissal.

Monitoring

Purpose

We use Monitoring as a way to ensure Staff members understand the expectations & standards that they must comply with in establishing a successful business & a successful team, for health & safety of the individual, staff team, children, students and visitors.

Procedure*(How do we ensure the staff members understand the expectations)*

- New recruits must have a detailed induction with written & discussed job description
- All persons must read & understand the policies before entering the working floor.
- In-house, online & class room training will be made available for those who need it.
- Staff members will be expected to take part in all Training. Specific training of first aid, Basic food hygiene & Safeguarding will be set up every 3 years.
- Observations will be made by Managing Director Christine & Manager Gemma to ensure these policies and practices are carried out on a daily basis.
- Team Leaders must also take the role of observing and monitoring their team & tasks & discussing all issues and achievements of team.
- If staff members do not follow the standards that New Beginnings (Rhondda) Ltd set; a supervisory session will be held to discuss the policies in depth and the dangers of not carrying them out with a review date to discuss progress in this area.
- Policies and procedures will be updated annually and must be read by staff annually.
- Supervisory Sessions will be set up termly and as needed by the MD Chris and Manager Gemma which will give workers an opportunity to discuss their understanding on the policies and how they carry them out.
- Annual Appraisals will be carried out to discuss issues, aims, objectives, achievements, training & the way forward.
- The following will be used as a monitoring tool at New Beginnings (Rhondda) Ltd
 - CCTV
 - Discussions
 - Meetings
 - Questionnaire's
 - Feedback forms

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- Quizzes
- Supervisory Sessions
- Annual Appraisal
- Monthly play Planners
- Written reports & forms

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Managing & Measuring Staff performance

Policy Aim

- ✚ To safeguard children and staff
- ✚ To ensure staff are providing excellent service
- ✚ To ensure that staff are competent and developing skills in themselves and children.
- ✚ To ensure staff are working to a high standard.
- ✚ To measure the performance by the standards and laws that govern we as a nursery and out of school club set by C.I.W, the Fire officer & Environmental /Public Health.

The policies and procedures set in place by the managers such as health & safety, child protection, accident, illness & disease, fire safety, code of conduct to name a few are the benchmark that we use in measuring the workers performance.

C.I.W, Environmental/Public Health & the Fire Officer annually set the standard in their visit that we as workers must meet regarding the health and safety & protection of all children and adults at our setting.

Procedure

- ✚ Employees are measured on how well they work with other team members, children, visitors, parents & those with special educational needs. The measure is the degree to which the worker participates in meetings, the degree to which the worker communicates effectively with children and adults at the setting in a constructive and non-threatening manner & that other members find that the employee is pleasant to work with. We measure team dynamics on how well the group works as a team, the effectiveness of team meetings, the ability of the team reaching a consensus, and the team's problem solving techniques.
- ✚ We measure how effective the staff's plans are with the early years frame work and foundation phase, the play plans devised, the depth of understanding

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displayed in organizing events and activities, the outcome of the plans, whether risk assessments and route planners were successfully completed and carried out..

- ✚ The teams understanding of health and safety is measured in how well & effective the risk assessments are devised and the measures taken when a safety hazard arises and their ability to prevent accidents.
- ✚ The staff's performance is measured by the measures they take in dealing with accidents, concerns and how they tackle issues. We also manage the team's performance by their ability to follow the policies, procedures and routines set in place, by the outcomes and experiences of the children at the setting. We will know if the staff understands the policies in place because they will be following the procedures in place.
- ✚ The equal opportunities law is the benchmark that we measure with when assessing whether staff are treating the children, parents, visitors and fellow employees fairly with an attitude of kindness regardless of their personal beliefs.
- ✚ We also measure whether the **equal opportunities & cultural diversity law** is being followed by identifying if cultural activities are set up or just those of the majority.
- ✚ We can measure whether employees are following the inclusion and equality policy by identifying whether the employees are treating the person with equal rights, being positive role models, promoting non stereotypical images and language, do they challenge discriminatory behavior if it arises.
- ✚ The safeguarding laws are the benchmark used in managing and measuring the staff's performance in areas such as toileting, lone working, safeguarding issues or concerns and intimate care such as nappy changing.
- ✚ In order to raise standards Senior Management benchmark by visiting other nurseries and out of school clubs to observe the quality provided, how the layout is set up, the activities and opportunities on offer, how the staff conduct themselves, the quality of communication and how happy the children

are. We discuss with other nursery managers how they tackle difficulties and how they measure their team's performance.

- ✚ We manage our own performance as Managers by benchmarking and providing feedback forms to parents, staff and agencies that use our setting.

Quality Management Techniques

Aim To ensure there are quality management techniques in place in order to manage staff performance.

Responsible Party- Gemma Rees Manager & Christine Morris Director.

Procedure

In order to manage team performance the manager must first determine and communicates with the employees the expectations for the role by discussing the job role and description. We have a range of quality management techniques in place such as monitoring employees ability to maintain records such as children's progress & development, play plans, risk assessments, route planners, accidents records for staff, visitors and children, cleaning schedule records, safety checks, opening & closing checks, fridge & freezer temperature records, fire safety checks compliments & complaints.

The records have a process and checklist to them which staff ticks off as they go along, then Managers can monitor the checklist and performance task and sign the records to show competence and completion. This can avoid negligence, accidents and issues arising.

As well as monitoring records, observations are made to ensure health and safety policies, safety guidelines and all other policies and procedures are being followed. The staff are observed in procedures for preparing food, procedures for toilet routines, procedure for laundry room, accident procedures, illness procedures, complaint procedures, behavior management procedures, settling in procedures, child protection procedures, health & safety procedures, administering medication procedures, giving insulin shot procedures.

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Managers have regular supervisory sessions with employees where we ask open ended questions about the procedures they follow and the plans they have set. This enables us to identify whether the standard meets the requirements of the governing bodies that set the policies in place such as CIW, environmental/public health & design to smile (a tooth brushing project) through the feedback they give us, the manner in which they communicate with us and their understanding of the questions.

Some supervisory sessions are requested and led by employees who have concerns about fellow employee's performance in specific tasks; this feedback identifies the need for help, training or mentoring in a specific area. Team leaders are required to observe workers performance and provide feedback to management.

We provide Parents, staff and children's feedback questionnaires in managing team performance; they highlight the need for development in communication, time management, and many other areas.

APPRAISALS

Another way of managing performance is through reviews and we do this through the appraisal system. Appraisals are the record and assessment of our staff's individual performance, achievements, potential and development needs. Within the appraisal we look at work content, skills, abilities, what's been achieved during the agreed period, what hasn't been achieved and the objectives in going forward. We can identify gaps in the skills matrix and discuss training, in-house training or mentorship in order for employees to develop their skills. The employee also has the opportunity to establish a developmental plan.

Manual Handling

Consider the risks from manual handling to the health and safety of all employees, volunteers and students.

All should:

- ✚ Avoid the need for hazardous manual handling as far as possible
- ✚ Assess the risk of injury from hazardous manual handling that cannot be avoided
- ✚ Reduce the risk of injury from hazardous manual handling

Management when possible will put staff on a manual handling course, all students and volunteers are talked through and shown the correct handling technique which is below:

Stop and think - plan the lift. Where is the lift going? Do I need help? Etc.

Position your feet - feet apart, giving a balanced and stable base for lifting

Adopt a good posture - when lifting from a low-level bend knees. Do not kneel or over flex knees. Keep the back straight. Lean forwards a little over the load if necessary to get a good grip. Keep the shoulders level and facing the same direction as your hips.

Get a firm grip - try to keep arms within the boundary formed by the legs. The best position and type of grip depends on the circumstances and individual preference, but must be secure. Grip with palms, not fingertips; do not change your grip whilst carrying. Do not let the load obstruct your view; make sure the route is clear before you start moving

All staff, volunteers, students are to view the "Manual Handling" DVD and teaching annually

Keep close to the load - keep the load close to the trunk for as long as possible. Keep heaviest side of the load next to the trunk. If a close approach is not possible, slide it towards you before trying to lift.

Do not jerk - lift smoothly, raising the chin as the lift begins, keeping control of the load.

Move the feet - do not twist the trunk when turning to the side.

Lift in easy stages - floor to knee, and then from knee to carrying position, reverse this lifting method when putting the load down

N.B Use equipment & ladders correctly & safely. Use a risk assessment before using one. Students/pregnant ladies/under 18's/volunteers must not use step ladders or full ladders.

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LADDER PROCEDURE

1. Risk assess whether it is safe to carry ladder into area
2. Clear area
3. Organise a helper if you need to pass the items down
4. Put up ladder fully
5. Ensure ladder is stable
6. Ensure ladder is clean and dry (not slippery)
7. Concentrate on climbing the ladder
8. Remember manual handling: do not lift above your chest, test for weight of item, do not twist, bend knees and keep back straight
9. Put ladder away; risk assess
10. Put items safely in place
11. Relook at area to ensure area is safe

Suitable Person Policy

Purpose

For only suitable people to be employed to care for the needs of the children and make up the staff team at New Beginnings. These people will be approved by Christine Managing Director and Gemma Manager.

Policy Statement

The Staff & volunteers will need to provide evidence of suitability to give to the board: Chris and Gemma.

Procedure

This will include:

- ✚ 3 evidences of identity
- ✚ 1 of which chosen from group 1 & any 2 from group 2
- ✚ Group 1
- ✚ Passport (any nationality)
- ✚ UK Birth Certificate: issued within 12 months from date of birth - full or short form acceptable including those issued by U.K. authorities overseas, such as Embassies, High Commission and H.M. Forces
- ✚ UK driving license (England, Wales, Scotland, Northern Ireland, and Isle of Man: either paper or photo. A photo card is only valid if the person presents it with the counterpart license
- ✚ EU identity card (EU countries only)
- ✚ H.M. Forces ID card (UK) □ UK fire arms license
- ✚ Adoption certificate (UK)

Group 2

- ✚ Marriage / Civil partnership certificate
- ✚ Financial statement: ISA, pension, endowment
- ✚ Birth certificate
- ✚ Vehicle registration document (document V5 old style or V5C new style only)
- ✚ P45 / P60 statement (UK)
- ✚ Mail order catalogue statement
- ✚ Bank or building society statement
- ✚ Court claim form (UK) documentation issued by the court services
- ✚ Utility bill (electric, gas, water, telephone, mobile phone contract / bill)
- ✚ Examination certificate / diploma: GCSE, NVQ, Degree

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- ✚ T.V. license
- ✚ Addressed pay slip
- ✚ Credit card statement
- ✚ National Insurance card (UK)
- ✚ Store card statement
- ✚ Mortgage statement
- ✚ Benefits statement: pension, child allowance
- ✚ Insurance certificate
- ✚ Certificate of British Nationality (UK)
- ✚ Council tax statement
- ✚ Work permit / visa (UK)
- ✚ A document from Central / Local government / Government agency / Local Authority giving entitlement UK: Dept. for work and pensions, The Employment Service, Customs and Revenue, Job Centre, Social Security
- ✚ One of the following documents from the Border and Immigration Agency (BIAO formerly the Immigration and National Directorate: 9IND UK
- ✚ Do not use more than one of the following documents: Convention Travel Document (CTD) Stateless persons document (SPD), Certificate of Identity (CID), Application Registration card (ARC)
- ✚ Connexions Card (UK)
- ✚ DBS certificate DBS certificate plus DBS update service (ID number) (Contact Number: 03000200190) www.gov.uk/dbs-update-service
- ✚

Chris the registered person and Gemma Manager will keep all staff's relevant paperwork and checks in the staffs own personal file in-house ready for CIW inspection.

All staffs and volunteer identity evidences, DBS's, references, C.V.'s and qualifications are checked before employment begins.

Induction will take place for staff, students and volunteers before they begin working on the floor.

Exceptionally where a member of staff begins work before checks have come through the registered person ensures that the staff member is always supervised.

Supervisory sessions will take place termly.

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Self-appraisals and annual appraisals will take place annually.

Training needs will be addressed / discussed termly in supervisory sessions but organized and added to the training matrix / skills matrix annually. Training plans and programmes will be put into operation as a result of the annual skills matrix and appraisals.

Chris the registered person, Gemma the Manager in charge of staff ratio will ensure that any student or volunteer under 18 years of age will be supervised at all times and not counted in staff numbers.

A list containing the student's name, address, age and telephone number will be on hand for the CIW Inspectorate, should they request it.

The Manager will have at least 2 years' experience in a Day care setting in a Managerial role. The registered person will ensure that at least half the staff holds a Qualification Credit Framework Level 2 appropriate to the post and to the age of the children.

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Staff/Student Induction Topics

Getting to know each other

- ✚ Introductions
- ✚ Discuss the workers assignments/hopes.
- ✚ Qualifications & experience
- ✚ Qualifications needed for the role.

Description of tasks:

- ✚ Engage in dance sessions
- ✚ Stories
- ✚ Songs
- ✚ Activities
- ✚ Arts/Crafts
- ✚ Games
- ✚ Painting
- ✚ Outings
- ✚ School runs
- ✚ Preparation of food, activities, wall displays.
- ✚ Cleaning toys/equipment
- ✚ Sanitising tables
- ✚ Photocopying
- ✚ Printing
- ✚ Running errands

Expectations:

- ✚ Good time management
- ✚ Good attendance
- ✚ Keep confidentiality
- ✚ Follow the health & safety standards.
- ✚ Good attitude towards staff, parents, children and visitors.
- ✚ Good communication (No swearing or slang words)

Fire Safety

- ✚ Emergency Procedures & location of:
Assembly point,
- ✚ Closest medical facility
- ✚ Contact details of emergency services, first aid box
- ✚ Qualified first aiders.
- ✚ Buddy System/Fire safety.
- ✚ Location of names and representatives of the health and safety officers, complaints officers and safeguarding officers.

Health & Safety

- ✚ Take any safeguarding concerns to Christine the safeguarding officer.
- ✚ Take any issues, concerns regarding Health & Safety to Christine the health & safety officer.
- ✚ Keep personal things in your locker, ensuring it is locked. New Beginnings (Rhondda) Ltd will not be responsible for lost or broken personal belongings.
- ✚ Report accidents to your line manager.
- ✚ Follow the manual handling policy
- ✚ Discuss MSD & Carry out DSE checklist

Prohibitions

- ✚ No flip flops, backless shoes
- ✚ No dangling jewellery
- ✚ No mobile phones to be taken on the working floor
- ✚ No photos to be taken in New Beginnings with personal phones or cameras
- ✚ No smoking on the premises or directly outside the premises.
- ✚ Students must not climb step ladders/or other
- ✚ Students must not take part in intimate care of the children such as undressing/dressing/nappy changing/changing underwear Students must not take children to the toilet facilities without a member of staff
- ✚ Students must not work alone with the children
- ✚ Students must not enter the kitchen Students must not leave without informing a member of staff

Important information

- ✚ Please wear crocks or slippers on the nursery/baby floor
- ✚ Protection such as gloves/aprons maybe worn when painting, cleaning etc.
- ✚ Please bring evidence such as a Dr note in the event of an appointment
- ✚ Please report accidents to line management
- ✚ Please store any medication with line management in the medication box (Do not leave medication unattended unless it is locked in the medication box)
- ✚ Ensure you communicate with children at the child's eye level
- ✚ Permission must be sought by Line management before case studies are carried out.
- ✚ Students must discuss plans with their mentor and manager
- ✚ Students must provide personal, emergency and medical information
- ✚ Cleaning chemicals are stored in a locked cupboard in the storage area out off children's reach.

Confidentiality&data Protection

- ✚ Keep all information seen & heard confidential
- ✚ All information kept will be stored confidential in a locked cupboard

Discussion of Routines

- ✚ The foundation Phase
- ✚ The Healthy & Sustainable Pre-school Scheme
- ✚ Design to smile
- ✚ Additional Learning needs

Policies & procedures

To go through the website and read the policies and the handbook& gain feedback.

Discuss

- ✚ Dates, days & times of work to be discussed
- ✚ Attendance, appointment evidence.
- ✚ Accident reporting procedures
- ✚ Medication storage/ Medical information

Discuss inhouse/other Training

- ✚ Behaviour Management
- ✚ Safeguarding
- ✚ First Aid
- ✚ Foundation Phase
- ✚ Basic Food hygiene
- ✚ Manual handling
- ✚ Posture & stretching exercise to be carried out daily.

To provide Management with details such as:

1. Personal details
2. Emergency details
3. Medical Information
4. Identification (Students must be confirmed by their tutor as being part of a bona fide training agency / child care course: college, school, and training agency) A DBS will be required from all students with a long term placement.

Show round

- ✚ Location of fire-fighting equipment such as fire extinguishers.
- ✚ Location of fire exits.
- ✚ Location of welfare facilities (inc toilets, drinking water, meal rooms, bag storage)
- ✚ Break room
- ✚ Play Room
- ✚ Kitchen
- ✚ Children toilets

Health & Safety

- ✚ To watch the BFBB DVD

Learner feedback:

I have received a full induction with..... I have discussed and understand all of the above.

Signed Learner.....Dated.....

Signed Supervisor.....Dated.....

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Evidence of Identity Policy Statement for long term students/volunteers

Procedure

This will include:

- + 3 evidences of identity
- + 1 of which chosen from group 1 & any 2 from group 2

Group 1

- + Passport (any nationality)
- + UK Birth Certificate: issued within 12 months from date of birth - full or short form acceptable including those issued by U.K. authorities overseas, such as Embassies, High Commission and H.M. Forces
- + UK driving license (England, Wales, Scotland, Northern Ireland, and Isle of Man: either paper or photo. A photo card is only valid if the person presents it with the counterpart license)
- + EU identity card (EU countries only)
- + H.M. Forces ID card (UK) □UK fire arms license
- + Adoption certificate (UK)

Group 2

- + Marriage / Civil partnership certificate
- + Financial statement: ISA, pension, endowment
- + Birth certificate
- + Vehicle registration document (document V5 old style or V5C new style only)
- + P45 / P60 statement (UK)
- + Mail order catalogue statement
- + Bank or building society statement
- + Court claim form (UK) documentation issued by the court services
- + Utility bill (electric, gas, water, telephone, mobile phone contract / bill)
- + Examination certificate / diploma: GCSE, NVQ, Degree
- + T.V. license

- + Addressed pay slip
- + Credit card statement
- + National Insurance card (UK)
- + Store card statement
- + Mortgage statement
- + Benefits statement: pension, child allowance
- + Insurance certificate
- + Certificate of British Nationality (UK)
- + Council tax statement
- + Work permit / visa (UK)
- + A document from Central / Local government / Government agency / Local
- + Authority giving entitlement UK: Dept. for work and pensions, The Employment
- + Service, Customs and Revenue, Job Centre, Social Security
- + One of the following documents from the Border and Immigration Agency (BIAO formerly the Immigration and National Directorate: 9IND UK
- + Do not use more than one of the following documents: Convention Travel
- + Document (CTD) Stateless persons document (SPD), Certificate of Identity (CID), Application Registration card (ARC)
- + Connexions Card (UK)
- + DBS certificate plus DBS update service (ID number) (Contact Number: 03000200190)
www.gov.uk/db-update-service

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DISCIPLINARY PROCEDURES

A) INTRODUCTION

1. It is necessary to have a minimum number of rules in the interests of the whole organisation.
2. The rules set standards of performance and behaviour whilst the procedures are designed to help promote fairness and order in the treatment of individuals. It is our aim that the rules and procedures should emphasise and encourage improvement in the conduct of individuals, where they are failing to meet the required standards, and not be seen merely as a means of punishment. We reserve the right to amend these rules and procedures where appropriate.
3. Every effort will be made to ensure that any action taken under this procedure is fair, with you being given the opportunity to state your case and appeal against any decision that you consider to be unjust.
4. The following rules and procedures should ensure that:-
 - a. the correct procedure is used when requiring you to attend a disciplinary hearing;
 - b. you are fully aware of the standards of performance, action and behaviour required of you;
 - c. disciplinary action, where necessary, is taken speedily and in a fair, uniform and consistent manner;
 - d. you will only be disciplined after careful investigation of the facts and the opportunity to present your side of the case. On some occasions temporary suspension on contractual pay may be necessary in order that an uninterrupted investigation can take place. This must not be regarded as disciplinary action or a penalty of any kind;
 - e. other than for an "off the record" informal reprimand, you have the right to be accompanied by a fellow employee at all stages of the formal disciplinary process;
 - f. you will not normally be dismissed for a first breach of discipline, except in the case of gross misconduct; and

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- g. if you are disciplined, you will receive an explanation of the penalty imposed and you will have the right to appeal against the finding and the penalty.

B) DISCIPLINARY RULES

It is not practicable to specify all disciplinary rules or offences that may result in disciplinary action, as they may vary depending on the nature of the work. In addition to the specific examples of unsatisfactory conduct, misconduct and gross misconduct shown in this handbook, a breach of other specific conditions, procedures, rules etc. that are contained within this handbook or that have otherwise been made known to you, will also result in this procedure being used to deal with such matters.

C) RULES COVERING UNSATISFACTORY CONDUCT AND MISCONDUCT

(These are examples only and not an exhaustive list.)

You will be liable to disciplinary action if you are found to have acted in any of the following ways:-

- a. failure to abide by the general hygiene and health and safety rules and procedures;
- b. smoking anywhere inside our premises;
- c. consumption of alcohol on the premises;
- d. persistent absenteeism and/or lateness;
- e. unsatisfactory standards of work;
- f. rudeness towards the children and their families, members of the public or other employees, objectionable or insulting behaviour, harassment, bullying or bad language;
- g. failure to devote the whole of your time, attention and abilities to the nursery and its affairs during your normal working hours;
- h. unauthorised use of our computer equipment, E-mail and Internet;
- i. failure to carry out all reasonable instructions or follow our rules and procedures;
- j. unauthorised use or negligent damage or loss of our property; and

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- k. failure to report immediately any damage to property or premises caused by you.

D) SERIOUS MISCONDUCT

1. Where one of the unsatisfactory conduct or misconduct rules has been broken and if, upon investigation, it is shown to be due to your extreme carelessness or has a serious or substantial effect upon our operation or reputation; you may be issued with a final written warning in the first instance.
2. You may receive a final written warning as the first course of action, if, in an alleged gross misconduct disciplinary matter, upon investigation, there is shown to be some level of mitigation resulting in it being treated as an offence just short of dismissal.

E) RULES COVERING GROSS MISCONDUCT

Occurrences of gross misconduct are very rare because the penalty is dismissal without notice and without any previous warning being issued. It is not possible to provide an exhaustive list of examples of gross misconduct. However, any behaviour or negligence resulting in a fundamental breach of contractual terms that irrevocably destroys the trust and confidence necessary to continue the employment relationship will constitute gross misconduct. Examples of offences that will normally be deemed as gross misconduct include serious instances of:-

- a. theft or fraud;
- b. physical violence or bullying;
- c. deliberate damage to property;
- d. deliberate acts of unlawful discrimination or harassment;
- e. possession, or being under the influence, of illegal drugs at work;
- f. breach of the hygiene and health and safety rules that endangers the lives of, or may cause serious injury to, employees or any other person.
- g. maltreatment of a child(ren);
- h. failure to report an incidence of abuse, or suspected abuse of child(ren);
- i. abandoning duty without notification or sleeping on duty;

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- j. acceptance of gifts and hospitality in contravention of Corruptions Acts (1906);
- k. failure to give notice of any pecuniary interest of which you are aware, in a contract which has been, or is proposed to be, entered into by the organisation;
- l. wilful misrepresentation at the time of appointment including:
 - 1. Previous positions held
 - 2. Qualifications held
 - 3. Falsification of date of birth
 - 4. Declaration of health
 - 5. Failure to disclose a criminal conviction/caution within the provisions of the Rehabilitation of Offenders Act;
- m. wilful misrepresentation at any time during employment in connection with qualifications held;
- n. deliberate disclosure of privileged confidential information to unauthorised people;
- o. working whilst contravening an enactment, or breach of rules laid down by statutory bodies; and
- p. any act or omission constituting serious or gross negligence/or dereliction of duty.

(The above examples are illustrative and do not form an exhaustive list)

F) DISCIPLINARY PROCEDURE

1. Disciplinary action taken against you will be based on the following procedure:-

OFFENCE	FIRST OCCASION	SECOND OCCASION	THIRD OCCASION	FOURTH OCCASION
UNSATISFACTORY CONDUCT	Formal verbal warning	Written warning	Final written warning	Dismissal
MISCONDUCT	Written warning	Final written warning	Dismissal	
SERIOUS MISCONDUCT	Final written warning	Dismissal		
GROSS MISCONDUCT	Dismissal			

2. We retain discretion in respect of the disciplinary procedures to take account of your length of service and to vary the procedures accordingly. If you have a short amount of service you may not be in receipt of any warnings before dismissal but you will retain the right to a disciplinary hearing and you will have the right of appeal.
3. If a disciplinary penalty is imposed it will be in line with the procedure outlined above, which may encompass a formal verbal warning, written warning, final written warning, or dismissal, and full details will be given to you.
4. In all cases warnings will be issued for misconduct, irrespective of the precise matters concerned, and any further breach of the rules in relation to similar or entirely independent matters of misconduct will be treated as further disciplinary matters and allow the continuation of the disciplinary process through to dismissal if the warnings are not heeded.

G) DISCIPLINARY AUTHORITY

The operation of the disciplinary procedure contained in the previous section, is based on the following authority for the various levels of disciplinary action.

Formal verbal warning	Christine Morris
Written warning	Christine Morris
Final written warning	Christine Morris
Dismissal	Christine Morris

H) PERIOD OF WARNINGS

1. Formal verbal warning

A formal verbal warning will normally be disregarded for disciplinary purposes after a six month period.

2. Written warning

A written warning will normally be disregarded for disciplinary purposes after a twelve month period.

3. Final written warning

A final written warning will normally be disregarded for disciplinary purposes after a twelve month period.

I) GENERAL NOTES

1. If you are in a supervisory or managerial position then demotion to a lower status at the appropriate rate may be considered as an alternative to dismissal except in cases of gross misconduct.
2. In exceptional circumstances, suspension from work without pay for up to five days as an alternative to dismissal (except dismissal for gross misconduct) may be considered by the person authorised to dismiss.
3. Gross misconduct offences will result in dismissal without notice.
4. You have the right to appeal against any disciplinary action.

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5. We reserve the right to allow third parties to chair any formal hearings.

CAPABILITY/DISCIPLINARY APPEAL PROCEDURE

1. You have the right to lodge an appeal in respect of any capability/disciplinary action taken against you.
2. If you wish to exercise this right you should apply either verbally or in writing to the person indicated in your individual Statement of Main Terms of Employment.
3. It may be necessary, because of the size of our organisation, for the appeal to be heard by the person who took the original action and it is therefore important that your appeal gives details of why the penalty imposed is either too severe, inappropriate or unfair in the circumstances.
4. If you are appealing on the grounds that you have not committed the offence, it may be necessary for the person conducting the appeal to have a complete re-hearing so that there can be a reappraisal of all matters before a decision is made to grant or refuse the appeal.
5. You may be accompanied at the appeal hearing by a fellow employee of your choice, who may act as a witness or speak on your behalf, and the result of the appeal will be made known to you in writing within five working days after the hearing. This is the final stage of the appeal process.
6. We reserve the right to allow third parties to chair any formal hearings.

GRIEVANCE PROCEDURE

1. It is important that if you feel dissatisfied with any matter relating to your employment you should have an effective means by which such a grievance can be aired and, where appropriate, resolved.
2. Nothing in this procedure is intended to prevent you from informally raising any matter you may wish to mention. Informal discussion can frequently solve problems without the need for a written record. However, if you wish to raise a formal grievance you should normally do so in writing from the outset.
3. You have the right to be accompanied at any stage of the procedure by a fellow employee who may act as a witness or speak on your behalf to explain the situation more clearly.
4. If you feel aggrieved at any matter relating to your work (except personal harassment and bullying for which there is a separate procedure following this section), you should

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first raise the matter with the person specified in your Statement of Main Terms of Employment, explaining fully the nature and extent of your grievance. You will then be invited to a meeting at a reasonable time and location at which your grievance will be investigated fully. You must take all reasonable steps to attend this meeting. You will be notified of the decision, in writing, normally within ten working days of the meeting, including your right of appeal.

5. If you wish to appeal you must inform Christine Morris within five working days. You will then be invited to a further meeting, which you must take all reasonable steps to attend.
6. Following the appeal meeting you will be informed of the final decision, normally within ten working days, which will be confirmed in writing.
7. We reserve the right to allow third parties to chair any formal hearings.

Job descriptions

Christine Morris, Managing Director & Registered Person of New Beginnings Ltd.



- Health & Safety Officer
- Complaints Officer
- Safeguarding Officer

Head of Department

Our head of Department consists of 2 female staff members, Chris Managing Director and responsible person, and Gemma the Manager. Chris has established and run the business for 30 years. Chris and Gemma work together in the operation of the business.

Christine Morris

Gemma Rees



Managing Director

Manager

Responsibilities:

- ✚ **Business Direction** - Parent meetings, Registration of families/children, Bookings, data protection & confidentiality, business systems. Nursery Daily/weekly Group list, Staffing/Staff ratio, School run list.
- ✚ **SEN Co-Coordinator** -Holiday club group list, SEN group list.
- ✚ **Health& Safety** - Daily routines, Safety & Fire checks, dealing with complaints, dealing with safeguarding issues.
- ✚ **Accountancy** - Dealing with income, expenditure, budgeting plans, banking, and wages.

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- ✚ **HR** - Recruitment, Staff Contracts, Training, Staff files, Staff appraisals, Staff development & monitoring. Student Inductions, Student files, Student 'dates' list.
- ✚ **Project Management** - Healthy & sustainable pre-school scheme, Policy & procedure update, Annual Quality of care & Operational plan report/booklet.

Requirements for Management position:

- ✚ A proven record of success in senior level general or management, preferably in a related industry.
- ✚ Experience of management of people and resources.
- ✚ A suitable level of intellect preferably with a management discipline and relevant professional qualification.
- ✚ A wide knowledge of the industry.
- ✚ An understanding of financial management and techniques.
- ✚ Leadership, communication and organizational skills.
- ✚ Excellent problem solving skills.
- ✚ Excellent computer skills
- ✚ Prepared to undergo in-house training/mentoring/other.
- ✚ Training in Management, I.T, Nutrition, Childcare, safeguarding, behaviour management & first aid.
- ✚ Up to date and valid specific ID checks, CV & References and police checks.

Job specification for Management position:

- ✚ Excellent communication skills
- ✚ Displays Compassion
- ✚ Excellent Leadership qualities
- ✚ Calm under pressure
- ✚ Honest
- ✚ Trustworthy
- ✚ Motivated
- ✚ Works well in challenging situations
- ✚ Ability to deal with conflict and complaints professionally
- ✚ Excellent attitude towards work, colleagues, children, visitors, parents and those with special needs.
- ✚ Displays an attitude of equality and diversity in all areas of work and life within speech, action & attitude.

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Job Description



Deputy Manager

Deputy Manager Responsibilities:

To take on most of the Managers tasks when the Manager is unavailable such as;

- ✚ Dealing with phone calls & parent requests
- ✚ Parent meetings
- ✚ Registration of families/children
- ✚ Bookings.
- ✚ Nursery Daily/weekly Group list
- ✚ Staffing/Staff ratio
- ✚ School run list.
- ✚ SEN Co-Coordination
- ✚ Holiday club group list
- ✚ SEN group list.
- ✚ Health & safety
- ✚ Checking daily routines
- ✚ Safety & Fire checks
- ✚ Dealing with any complaints that may arise
- ✚ Student Inductions
- ✚ Student files
- ✚ Student 'dates' list.

Requirements for Deputy Management position:

- ✚ A proven record of success in senior level general or management, preferably in a related industry.
- ✚ Experience of management of people and resources.
- ✚ A suitable level of intellect preferably with a management discipline and relevant professional qualification.
- ✚ A wide knowledge of the industry.
- ✚ An understanding of financial management and techniques.
- ✚ Leadership, communication and organizational skills.
- ✚ Excellent problem solving skills.
- ✚ Excellent computer skills
- ✚ Prepared to undergo in-house training/mentoring/other.

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- ✚ Training in safeguarding, behaviour management & first aid.
- ✚ Up to date and valid specific ID checks, CV & References and police checks.

Job specification for Deputy Management position:

- ✚ Excellent communication skills
- ✚ Displays Compassion
- ✚ Excellent Leadership qualities
- ✚ Calm under pressure
- ✚ Honest
- ✚ Trustworthy
- ✚ Motivated
- ✚ Works well in challenging situations
- ✚ Ability to deal with conflict and complaints professionally
- ✚ Excellent attitude towards work, colleagues, children, visitors, parents and those with special needs.

Displays an attitude of equality and diversity in all areas of work and life within speech, action& attitude

Job Description



Kitchen Manager

Responsibilities:

- + To devise a 3 week menu plan
- + Online shopping
- + Preparation of food
- + Cooking
- + Serving of food.
- + Keeping records; fridge/freezer, cooking temperature, probe temperature, opening/closing checks, dietary requirement/allergy/intolerance chart.
- + .Washing dishes
- + Using the dishwasher
- + Sterilizing
- + Cleaning
- + Filing information
- + Health and safety in the kitchen
- + Good hygiene practice
- + Stock taking
- + To adhere to existing working practices, methods, procedures, undertake relevant training and development activities and to respond positively to new and alternative systems.
- + It will be necessary to work with information technology and associated systems in accordance with policies.
- + To co-operate with the Manager and Managing Director in complying with relevant health and safety legislation, policies and procedures in the performance of the duties of the post.
- + To undertake training in the healthy and sustainable pre-school scheme in order to follow it.
- + To carry out the duties and responsibilities of the post in compliance with the Childcare Centres equal opportunities policies.
- + To maintain confidentiality and observe data protection and associated guidelines where appropriate.
- + To carry out any other reasonable duties and responsibilities within the overall function, commensurate with the grading and level of responsibilities of the post.
- + Follow and be familiar with "Safe food better business for caterers" file.
- + To keep up to date with basic food hygiene training.
- + Take part in team meetings.
- + Follow the menu plans that you have devised.
- + Check fridge freezer temperatures daily.

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- + Keep kitchen ordered, organised and clean.
- + Stock rotation.
- + Work and communicate with the Kitchen workers, management and staff team.
- + Use appropriate footwear, clothing, hair wear / no nail varnish / piercings / shoes without backs.

Requirements for Kitchen Management position:

- + Experience in Kitchen Management.
- + A suitable level of intellect with relevant qualification.
- + A wide knowledge of the industry.
- + An excellent understanding of health, nutrition, food & cooking.
- + An excellent understanding of the principles of the healthy & sustainable pre-school scheme & design to smile project.
- + Excellent cooking skills
- + Basic food hygiene training
- + First aid training.
- + Excellent problem solving skills.
- + Excellent computer skills
- + Prepared to undergo in-house training/mentoring/other.
- + Up to date and valid specific ID checks, CV & References and police checks.

Job specification for Kitchen Management position:

- + Excellent organisational skills
- + Excellent communication skills
- + Displays excellent health & safety knowledge
- + Excellent Leadership qualities
- + Calm under pressure
- + Honest
- + Trustworthy
- + Motivated
- + Works well in challenging situations
- + Ability to mentor students and volunteers with an excellent attitude
- + Excellent attitude towards work, colleagues, children, visitors, parents and those with special needs.
- + Displays an attitude of equality and diversity in all areas of work and life within speech, action & attitude.

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Kitchen Assistant Job Description

- ✚ To assist in the preparation of food
- ✚ Assist in serving.
- ✚ Assist in preparation.
- ✚ Dealing with parents and staff beverage requests.
- ✚ Washing dishes
- ✚ Using the dishwasher
- ✚ Sterilizing
- ✚ Cleaning
- ✚ Filing information
- ✚ Health and safety in the kitchen
- ✚ Good hygiene practice
- ✚ Stock taking
- ✚ To adhere to existing working practices, methods, procedures, undertake relevant training and development activities and to respond positively to new and alternative systems.
- ✚ It will be necessary to work with information technology and associated systems in accordance with policies.
- ✚ To co-operate with the Manager and Managing Director in complying with relevant health and safety legislation, policies and procedures in the performance of the duties of the post.
- ✚ To carry out the duties and responsibilities of the post in compliance with the Childcare Centres equal opportunities policies.
- ✚ To maintain confidentiality and observe data protection and associated guidelines where appropriate.
- ✚ To carry out any other reasonable duties and responsibilities within the overall function, commensurate with the grading and level of responsibilities of the post.
- ✚ Follow and be familiar with "Safe food better business for caterers" file.
- ✚ Support in the planning and implementing of menus.
- ✚ Follow menu plans.
- ✚ Check fridge freezer temperatures daily.
- ✚ Keep kitchen ordered, organised and clean.
- ✚ Stock rotation.
- ✚ Work and communicate with the Kitchen, management and staff team.
- ✚ Use appropriate footwear, clothing, hair wear / no nail varnish / piercings without backs.

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- ✚ Food hygiene training
- ✚ Logging fridge and freezer temperatures
- ✚ Probe food and log

Requirements for Kitchen Assistant position:

- ✚ Experience in Kitchen work.
- ✚ A suitable level of intellect with relevant qualification.
- ✚ A wide knowledge of the industry.
- ✚ An excellent understanding of health, nutrition, food & cooking.
- ✚ An excellent understanding of the principles of the healthy & sustainable pre-school scheme & design to smile project.
- ✚ Excellent cooking skills
- ✚ Basic food hygiene training
- ✚ First aid training.
- ✚ Excellent problem solving skills.
- ✚ Excellent computer skills
- ✚ Prepared to undergo in-house training/mentoring/other.
- ✚ Up to date and valid specific ID checks, CV & References and police checks.

Job specification for Kitchen Assistant position:

- ✚ Excellent organisational skills
- ✚ Excellent communication skills
- ✚ Displays excellent health & safety knowledge
- ✚ Calm under pressure
- ✚ Honest
- ✚ Trustworthy
- ✚ Motivated
- ✚ Works well in challenging situations
- ✚ Excellent attitude towards work, colleagues, children, visitors, parents and those with special needs.
- ✚ Displays an attitude of equality and diversity in all areas of work and life within speech, action & attitude.

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Job Description

Club Team Leader

Responsibilities:

- ✚ Activity Planning
- ✚ Liaison
- ✚ Supervision and Care of Children
- ✚ Direct Play work
- ✚ To provide a safe, creative and appropriate play opportunities including preparing activities, organisation programmes and arranging equipment.
- ✚ To ensure that all activities are carried out within an equal opportunities framework.
- ✚ To undertake any necessary training including a nationally recognised play work foundation course.
- ✚ To delegate tasks to the team.
- ✚ To ensure the team have discussed with you ideas and plans for the children.
- ✚ Overall running of the floor.
- ✚ To develop good relationships with parents to facilitate day to day care.
- ✚ Ensure that activities are carried out in a safe and responsible manner in accordance with statutory responsibilities.
- ✚ Ensure that food provision is carried out within the guidelines of the food safety act 1990, and is balanced and healthy in accordance with dietary requirements.
- ✚ Ensure registers & boards are marked on arrival and upon leaving, with the number of children and staff visible on the board.
- ✚ To communicate with the staff team regarding parent or teacher messages,
- ✚ To manage school runs effectively with good communication.
- ✚ Ensure that each staff member understands and knows the children's needs and have planning in place for these needs.
- ✚ Ensure that play plans, observations, dietary needs chart, risk assessments; route planners are up to date.

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Requirements for Club Team Leader position:

- ✚ Have a level 3 qualification
- ✚ Experience of working with school aged children at least 1 year
- ✚ Experience of working in a team at least 1 year
- ✚ Knowledge of legislation relevant to the provision of Day Care for school aged children
- ✚ Ability to communicate effectively with a wide range of individuals and organisations.
- ✚ Understanding of play and child development and the ability to meet children's individual needs.
- ✚ Demonstrate a wide range of practical play work skills.
- ✚ Current First Aid Certificate.
- ✚ Current Basic Food Hygiene Certificate.
- ✚ Current Safeguarding Children Certificate.
- ✚ Ability to contribute to the maintenance of systems and records for effective administration.
- ✚ Ability to speak Basic Welsh.
- ✚ Foundation Phase training.
- ✚ Up to date and valid specific ID checks, CV & References, and police checks.
- ✚ Up to date and valid specific ID checks and police checks.

Job specification for Club Team Leader position:

Excellent organisational skills

- ✚ Excellent communication skills
- ✚ Displays excellent understanding of company policy
- ✚ Excellent leadership qualities
- ✚ Calm under pressure
- ✚ Honest
- ✚ Trustworthy
- ✚ Motivated
- ✚ Works well in challenging situations
- ✚ Excellent attitude towards work, colleagues, children, visitors, parents and those with special needs.

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- ✚ Displays an attitude of equality and diversity in all areas of work and life within speech, action & attitude.

Necessary Skills needed for all employees at New Beginnings (Rhondda) Ltd.

An excellent understanding of the foundation phase.

(The candidate must understand the basis of the foundation phase and how to link it with planning play opportunities for their group) The candidate must be motivated in researching play and opportunities in their own time in order to bring ideas and devise plans.

Excellent Computer Skills

The candidate must be able to use 'word', 'PowerPoint', and specialised programmes such as Tapestry and Nursery in a box. The candidate must also be able to devise posters, play plans with the use of internet and word. The candidate must be able to copy and paste pictures, research, print and copy so that plans for creative activities such as colouring sheets/masks/calendars can be made.

Understanding the developmental norms

The candidate must understand the developmental norms and how to encourage development of the 7 areas through play opportunities. The candidate must understand how to link play and developing skills so that the plans are successful.

Excellent communication with Parents and Carers

The candidate must be able to speak in a professional manner with the ability to relay important messages back and forth. The candidate must understand cues so that boundaries are not crossed and inappropriate comments/questions are not made.

Excellent Literacy skills

The candidate must have excellent literacy skills, spelling, grammar and punctuation for the successful record of reports and messages. The candidate will be expected to carry out medical/accident/registration reports with accuracy with no room for error.

Develop a presentation

The candidate must be able to develop a presentation on PowerPoint or word presenting the children's report. The report/presentation must include the objectives (which are the skills hoped for development), how you planned to do this and the outcome with action plans.

Present a presentation/report

The candidate must be able to present the report in a professional manner, explaining and describing the objectives with a detailed, motivated approach.

Gentle, Caring approach

The candidate must be able to show love, care and compassion for the children, staff, family and visitors.

Policies and Procedures

The candidate must be able to read, understand, follow and carry out all policies, procedures including health and Safety.

Mentorship

Candidates may be asked to mentor new recruits; volunteers and students therefore correct procedures must be shown with a caring approach to helping.

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Observations

The candidate must be able to make observations and make detailed descriptions with the use of camera, notebooks, reports and the online journal.

Job Descriptions

Play worker



Bethan Evans Andrea Jones Rebecca Evans

Responsibilities

- ✚ To assist the team leader in providing a caring, secure environment, through individual attention and group activities.
- ✚ Provide a range of activities for children between the ages of 3 to 12.
- ✚ Activity Planning
- ✚ Supervision and care of children
- ✚ Direct Play work
- ✚ To ensure that all activities are carried out within an equal opportunities framework.
- ✚ Communicate with Children, staff, parents and teachers to facilitate the Childs day.
- ✚ Take part in team meetings.
- ✚ Escorting
- ✚ Breakfast, after school & holiday club care.
- ✚ To establish and devise fun & exciting plans that will give children opportunity to develop skills.
- ✚ To ensure that play plans have a broad range of cultural activities and are inclusive to all.

Requirements for Club Play worker position:

- ✚ Have a level 2 qualification
- ✚ Experience of working with school aged children at least 1 year
- ✚ Experience of working in a team at least 1 year
- ✚ Knowledge of legislation relevant to the provision of Day Care for school aged children
- ✚ Ability to communicate effectively with a wide range of individuals and organisations.

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- ✚ Understanding of play and child development and the ability to meet children's individual needs.
- ✚ Demonstrate a wide range of practical play work skills.
- ✚ Current First Aid Certificate.
- ✚ Current Basic Food Hygiene Certificate.
- ✚ Current Safeguarding Children Certificate.
- ✚ Ability to contribute to the maintenance of systems and records for effective administration. (Excellent computer skills)
- ✚ Ability to speak Basic Welsh.
- Foundation Phase training.
- To undertake any necessary training.
- Up to date and valid specific ID checks, CV & References and police checks.

Job specification for Club Play Worker position:

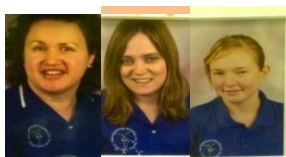
- Excellent organisational skills
- ✚ Excellent communication skills
- ✚ Displays excellent understanding of company policy
- ✚ Calm under pressure
- ✚ Honest
- ✚ Trustworthy
- ✚ Motivated
- ✚ Works well in challenging situations
- ✚ Excellent attitude towards work, colleagues, children, visitors, parents and those with special needs.
- ✚ Displays an attitude of equality and diversity in all areas of work and life within speech, action & attitude.

Job Description

Additional Learning Needs Support Worker



Bethan Evans



Karen Davies Annemarie Morgan Sarah Hatter

Responsibilities:

- ✚ To care for children with special needs/requirements.
- ✚ Appropriate activity Planning.
- ✚ Supervision and care of children
- ✚ Direct Play work
- ✚ To ensure that all activities are carried out within an equal opportunities framework.
- ✚ Communicate with Children, staff, parents and teachers to facilitate the Childs day.
- ✚ Be able to use the online business system/tapestry.
- ✚ Take part in team meetings.
- ✚ To establish and devise fun & exciting plans that will give children opportunity to develop skills.
- ✚ To ensure that play plans have a broad range of cultural activities and are inclusive.

Requirements for Special Needs Worker position:

- ✚ Have a relevant level 2 qualification
- ✚ Have relevant training in specialised areas such as autism.
- ✚ Be prepared to undergo training such as autism.
- ✚ Experience of working with children at least 1 year.

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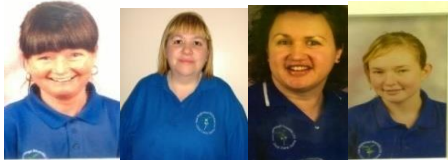
- ✚ Experience with working with children with special needs.
- ✚ Experience of working in a team at least 1 year
- ✚ Knowledge of legislation relevant to the provision of Day Care for school aged children
- ✚ Ability to communicate effectively with a wide range of individuals and organisations.
- ✚ Understanding of play and child development and the ability to meet children's individual needs.
- ✚ Demonstrate a wide range of practical play work skills.
- ✚ Current First Aid Certificate.
- ✚ Current Basic Food Hygiene Certificate.
- ✚ Current Safeguarding Children Certificate.
- ✚ Ability to contribute to the maintenance of systems and records for effective administration. (Excellent computer skills)
- ✚ Ability to speak Basic Welsh.
 - Foundation Phase training.
 - To undertake any necessary training.
 - Up to date and valid specific ID checks CV & References, and police checks.

Job specification for Additional learning needs Worker position:

- Excellent organisational skills
- ✚ Excellent communication skills
- ✚ Displays excellent understanding of company policy
- ✚ Calm under pressure
- ✚ Honest
- ✚ Trustworthy
- ✚ Motivated
- ✚ Works well in challenging situations
- ✚ Compassionate
- ✚ Excellent attitude towards work, colleagues, children, visitors, parents and those with special needs.
- ✚ Displays an attitude of equality and diversity in all areas of work and life within speech, action & attitude.

Job Description

Escort



Andrea Bethan

Karen

Sarah

Responsibilities

- ✚ To escort children to and from school.
- ✚ To register the children and yourselves correctly on arrival and departure.
- ✚ To communicate effectively with parents, carer's, teachers, staff & the public.
- ✚ To represent New Beginnings with excellence.
- ✚ To adhere to all safety practices.

Requirements for Club Play worker position:

- ✚ Have a relevant level 2 qualification
- ✚ Experience of working with school aged children at least 1 year
- ✚ Experience of working in a team at least 1 year
- ✚ Knowledge of legislation relevant to the provision of Day Care for school aged children
- ✚ Ability to communicate effectively with a wide range of individuals and organisations.
- ✚ Understanding of play and child development and the ability to meet children's individual needs.
- ✚ Current First Aid Certificate.
- ✚ Current Basic Food Hygiene Certificate.
- ✚ Current Safeguarding Children Certificate.
- To undertake any necessary training.
- Up to date and valid specific ID checks CV & References and police checks.

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Job specification for Club Play Worker position:

- Excellent organisational skills
- ✚ Excellent communication skills
- ✚ Displays excellent understanding of company policy
- ✚ Calm under pressure
- ✚ Honest
- ✚ Trustworthy
- ✚ Motivated
- ✚ Works well in challenging situations
- ✚ Excellent attitude towards work, colleagues, children, visitors, parents and those with special needs.
- ✚ Displays an attitude of equality and diversity in all areas of work and life within speech, action & attitude.

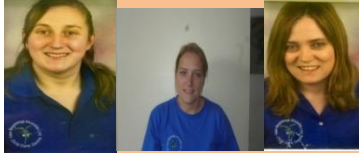
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Job description

Nursery Department Team Leaders



Rose baker Under 2's (a.m)

Kayleigh Hare Under 2's (p.m)

Annemarie Morgan Over 2's

Responsibilities:

- ✚ To follow and meet the NMS Standards of Child Care
- ✚ To ensure a high standard of physical, emotional, social and intellectual care for children placed in the Day Nursery.
- ✚ To ensure that we are working towards Early years foundation stage.
- ✚ To plan and implement the daily routine of the individual groups to meet the Foundation Phase.
- ✚ To plan, implement and review play plans.
- ✚ To mentor students and staff team.
- ✚ Prepare the children's records in their group and institute reviews for the parents, in conjunction with the management.
- ✚ Complete individual files and lead the team within this area (Tapestry/online journal).
- ✚ Work alongside all children within the group.
- ✚ Foresee the needs of special needs children and give physical, emotional, intellectual guidance as appropriate.
- ✚ Support all staff and engage in a good staff team.
- ✚ Liaise with and support parents and other family members.

- ✚ Liaise with local authority and other professionals associated with the Day Nursery.
- ✚ Prepare for Key Workers staff Meetings.
- ✚ Attend staff meetings outside working hours.
- ✚ Undertake certain domestic duties within the Nursery, e.g. preparation of snack meals, cleansing of equipment, cleaning areas as you go.
- ✚ Participate with the training programmes of a wide variety of students (i.e. Placements and volunteers), by giving guidance, support and mentoring.
- ✚ Prepare a 6 weekly supervisory session with their students: S.W.O.T/C personal plan to fit the students and the children's learning needs.
- ✚ Work alongside the Management and staff team to ensure that the philosophy behind the project is upheld
- ✚ To validate skills, knowledge and training.
- ✚ Be available for club work also.
- ✚ Participate with the projects such as the healthy and sustainable pre-school scheme and designed to smile.
- ✚ Follow line management& company policies

Requirements for Team Leader position:

- ✚ Have a level 3 qualification
- ✚ Experience of working with school aged children at least 1 year
- ✚ Experience of working in a team at least 1 year
- ✚ Knowledge of legislation relevant to the provision of Day Care for school aged children
- ✚ Ability to communicate effectively with a wide range of individuals and organisations.
- ✚ Understanding of play and child development and the ability to meet children's individual needs.
- ✚ Demonstrate a wide range of practical play work skills.
- ✚ Current First Aid Certificate.

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- ✚ Current Basic Food Hygiene Certificate.
- ✚ Current Safeguarding Children Certificate.
- ✚ Ability to contribute to the maintenance of systems and records for effective administration.
- ✚ Ability to speak Basic Welsh.
- ✚ Foundation Phase training.
- ✚ Up to date and valid specific ID checks CV & References and police checks.

Job specification for Team Leader position:

Excellent organisational skills

- ✚ Excellent communication skills
- ✚ Displays excellent understanding of company policy
- ✚ Excellent leadership qualities
- ✚ Calm under pressure
- ✚ Honest
- ✚ Trustworthy
- ✚ Motivated
- ✚ Works well in challenging situations
- ✚ Excellent attitude towards work, colleagues, children, visitors, parents and those with special needs.
- ✚ Displays an attitude of equality and diversity in all areas of work and life within speech, action & attitude.

Job Description

Key Worker



Laura-Beth Jones

Hannah Myles

Responsibilities:

- ✚ Formulate and operate a programme of activities suitable to the age range of the children attending the Nursery, in conjunction with the management over a monthly period.
- ✚ To follow the themes.
- ✚ To ensure all areas are set up for daily routines following Early Years Foundation Phase.
- ✚ Complete monthly planners.
- ✚ Carry out and log observations.
- ✚ Prepare the children's records in their group and institute reviews for the parents, in conjunction with the management.
- ✚ Complete individual files.
- ✚ Foresee the needs of special needs children and give physical, emotional, intellectual guidance as appropriate.
- ✚ Prepare for Key Workers staff Meetings.
- ✚ Attend staff meetings outside working hours.
- ✚ Undertake certain domestic duties within the Nursery, e.g. preparation of snack meals, cleansing of equipment, cleaning areas as you go.
- ✚ Participate with the training programmes of a wide variety of students (i.e. Placements and volunteers), by giving guidance, support and mentoring.
- ✚ Prepare a monthly supervisory session with their students: S.W.O.T/C personal plan to fit the students and the children's learning needs.
- ✚ Work alongside the Management and staff team to ensure that the philosophy behind the project is upheld.
- ✚ To validate skills, knowledge and training.
- ✚ Put into practice all policies and procedures including line management.

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Requirements for Key Worker position:

- ✚ Have a level 3 qualification
- ✚ Experience of working with school aged children at least 1 year
- ✚ Experience of working in a team at least 1 year
- ✚ Knowledge of legislation relevant to the provision of Day Care for school aged children
- ✚ Ability to communicate effectively with a wide range of individuals and organisations.
- ✚ Understanding of play and child development and the ability to meet children's individual needs.
- ✚ Demonstrate a wide range of practical play work skills.
- ✚ Current First Aid Certificate.
- ✚ Current Basic Food Hygiene Certificate.
- ✚ Current Safeguarding Children Certificate.
- ✚ Ability to contribute to the maintenance of systems and records for effective administration.
- ✚ Ability to speak Basic Welsh.
- ✚ Foundation Phase training.
- ✚ Up to date and valid specific ID checks CV & References and police checks.

Job specification for Key Worker position:

Excellent organisational skills

- ✚ Excellent communication skills
- ✚ Displays excellent understanding of company policy
- ✚ Excellent leadership qualities
- ✚ Calm under pressure
- ✚ Honest
- ✚ Trustworthy
- ✚ Motivated
- ✚ Works well in challenging situations
- ✚ Excellent attitude towards work, colleagues, children, visitors, parents and those with special needs.
- ✚ Displays an attitude of equality and diversity in all areas of work and life within speech, action & attitude.

Job Description

Childcare Assistant



Karen Davies

Responsibility:

- ✚ Support all staff and engage in a good staff team;
- ✚ Uphold standards within the Setting by adhering to all policies and procedures.
- ✚ Strive to safeguard children by working to the organisation's safeguarding Code of Conduct.
- ✚ Assist in areas of need at New Beginnings.
- ✚ Carry out all broad range of tasks such as;
- ✚ Dinner time supervising
- ✚ Assisting in the kitchen
- ✚ Cleaning (Activities, equipment, dishes)
- ✚ Organising (equipment, activities, books, paperwork, drawers etc)
- ✚ Story time, Circle time, dance sessions, activity time.
- ✚ Preparing activities for key workers
- ✚ Preparing Art and craft
- ✚ Preparing Wall displays
- ✚ Supporting with administrative work such as printing, copying.
- ✚ Shop errands.
- ✚ Nappy Changing

Requirements for Childcare Assistant

Position:

- ✚ Have a level 2 qualification
- ✚ Experience of working with children at least 1 year
- ✚ Experience of working in a team at least 1 year
- ✚ Knowledge of legislation relevant to the provision of Day Care for school aged children
- ✚ Ability to communicate effectively with a wide range of individuals and organisations.

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- ✚ Understanding of play and child development and the ability to meet children's individual needs.
- ✚ Demonstrate a wide range of practical play work skills.
- ✚ Current First Aid Certificate.
- ✚ Current Basic Food Hygiene Certificate.
- ✚ Current Safeguarding Children Certificate.
- ✚ Ability to contribute to the maintenance of systems and records for effective administration.
- ✚ Ability to speak Basic Welsh.
- ✚ Foundation Phase training.
- ✚ Up to date and valid specific ID checks and police checks.

Job specification for Childcare Assistant position:

Excellent organisational skills

- ✚ Excellent communication skills
- ✚ Displays excellent understanding of company policy
- ✚ Excellent leadership qualities
- ✚ Calm under pressure
- ✚ Honest
- ✚ Trustworthy
- ✚ Motivated
- ✚ Works well in challenging situations
- ✚ Excellent attitude towards work, colleagues, children, visitors, parents and those with special needs.
- ✚ Displays an attitude of equality and diversity in all areas of work and life within speech, action & attitude.

Job description

Premises Cleaner

Responsibilities:

- ✚ General cleaning duties of the premises, e.g., cleaning desks, vacuum cleaning, washing floors, removing rubbish, cleaning dishes, cleaning toilets, polishing rooms, furniture and fittings etc., as required.
- ✚ Disinfecting work areas, equipment, areas and rooms, as required.
- ✚ To apply specialised cleaning techniques to clean more difficult areas or remove more difficult stains, grease or sludge.
- ✚ To liaise with Cleaning Supervisor with regard to the application and handling of chemicals, taking into account COSHH Regulations. (Chris and Gemma)
- ✚ Knowledge of machinery used for cleaning purposes and conduct training when necessary.
- ✚ Such other duties as May from time to time are required.
- ✚ General Tasks
- ✚ Contribute positively to Child care quality standards.
- ✚ Maintain a good knowledge of the site, relate to children, staff and site users and match knowledge and action to needs.
- ✚ By observation suggest both minor improvements and larger scale developments to contribute to the Childcare Accommodation Strategy and Maintenance Plan.
- ✚ Comply with Childcare Welfare, Health and Safety requirements and give a lead in safe, efficient and effective working practices.
- ✚ Perform such other duties which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.
- ✚ On occasions, assist in the general duties of other departments within the organisation.

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- ✚ To follow best practice and Childcare policy in all areas of work including health and safety.
- ✚ The post holder will contribute to safeguarding at all times to ensure the safety and security of and identifying all young children, people and vulnerable adults who are in contact with the Childcare centre, with a commitment to safeguarding the welfare of these individuals and protecting them from any potential harm
- ✚ Work to promote and contribute to the Childcare centres Equality and Diversity Policy.
- ✚ Follow the cleaning schedule and use initiative to find out what needs cleaning, if anything needs extra care etc.

Requirements for Premises Cleaner position:

- ✚ Have Experience in this area of work.
- ✚ Valid and up to date CV & references.
- ✚ Understanding of Health and safety
- ✚ Understanding of Health and safety when using cleaning chemicals
- ✚ Understanding of company policy and procedure
- ✚ Computer skills, administrative skills (printing/copying) and record keeping
- ✚ Up to date and valid specific ID checks and police checks.

Job specification for Premises Cleaner position:

Excellent organisational skills

- ✚ Excellent communication skills
- ✚ Excellent cleaning methods and skills
- ✚ Displays excellent understanding of company policy
- ✚ Honest
- ✚ Trustworthy
- ✚ Motivated
- ✚ Excellent attitude towards work, colleagues, children, visitors, parents and those with special needs.
- ✚ Displays an attitude of equality and diversity in all areas of work and life within speech, action & attitude

Reviewed: May 2018 Review: May 2019



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Job Description

Blood Glucose Monitor Blood Glucose Monitors



Chris Morris Rose Baker Annemarie Morgan



Sarah Hatter Karen Davies Bethan Evans Andrea Jones

Responsibilities:

Requirements for blood glucose monitor position:

Job specification:

Job Description

First Aider



Christine Morris



Gemma Rees



Rose Baker



Laura Owens



Kayleigh Hare



Annemarie Morgan



Laura-Beth Jones



Hannah Myles



Bethan Evans



Andrea Jones



Sarah Hatter



Karen Davies

Job specification: Club Volunteer Code of Practice

VOLUNTEERS CAN ASSIST OUR CLUB IN THE FOLLOWING WAYS

- ✚ Supporting the work of staff within the setting

- ✚ Providing activity workshops for children in the Club
- ✚ Fundraising activities

These volunteers are people who freely commit time and energy for the benefit of others in the community. They do so by choice and without concern for personal financial gain.

Our Club is grateful to all volunteers who support our work and we aim to promote, support and develop them in the same way as staff.

The Out of School Club will:

- ✚ Recognize that the time and effort contributed by volunteers is of equal status to that of the paid employees
- ✚ Uphold the principles of Equal Opportunities in advertising for, recruiting and placement of volunteers
- ✚ Treat volunteers appropriately and properly in the course of their volunteer work
- ✚ Undertake responsibility for taking up references and police checks on volunteers
- ✚ Not recruit volunteers to replace paid workers.
- ✚ Ensure that all volunteers under 18 years of age will be supernumerary to the staff: child ratio and will be supervised at all times.
- ✚ Make volunteers aware of the Out of School Club's aims and objectives
- ✚ Ensure that volunteers know of, and understand, all the Club's standards and procedures, including health and safety policy, equal opportunities policy, confidentiality policy, and grievance and disciplinary procedures
- ✚ Make it clear to the volunteer the tasks and level of responsibility expected
- ✚ Have a designated person responsible for volunteers to whom the volunteer has reasonable access, and who will provide them with support and supervision
- ✚ Ensure that appropriate insurance of volunteers is taken out ■Be prepared to meet the volunteer's out of pocket expenses
- ✚ Give volunteers any necessary training to enable them to carry out their volunteer work
- ✚ Provide support and supervision to the volunteers and include them in staff meetings and social events where appropriate
- ✚ Will undertake to consider carefully and investigate fully any complaints or criticisms made by volunteers relating to their involvement with the Out of School Club.

- ✚ Ensure that the volunteers have provided the identity and background checks stated in the suitable person policy before entering the work setting to volunteer.

Nursery Volunteer Code of Practice

VOLUNTEER CAN ASSIST OUR NURSERY IN THE FOLLOWING WAYS:

-
- ✚ Supporting the work of staff within the setting
 - ✚ Providing activity workshops for children in the Nursery
 - ✚ Fundraising activities

These volunteers are people who freely commit time and energy for the benefit of others in the community. They do so by choice and without concern for personal financial gain.

Our Nursery is grateful to all volunteers who support our work and we aim to promote, support and develop them in the same way as staff.

The Nursery will:

- ✚ Recognize that the time and effort contributed by volunteers is of equal status to that of the paid employees
- ✚ Uphold the principles of Equal Opportunities in advertising for, recruiting and placement of volunteers
- ✚ Treat volunteers appropriately and properly in the course of their volunteer work
- ✚ Not recruit volunteers to replace paid workers.
- ✚ Ensure that all volunteers under 18 years of age will be supernumerary to the staff: child ratio and will be supervised at all times.
- ✚ Make volunteers aware of the Nursery's aims and objectives
- ✚ Ensure that volunteers know of, and understand, all the Nursery's standards and procedures, including health and safety policy, equal opportunities policy, confidentiality policy, and grievance and disciplinary procedures
- ✚ Make it clear to the volunteer the tasks and level of responsibility expected
- ✚ Have a designated person responsible for volunteers to whom the volunteer has reasonable access, and who will provide them with support and supervision
- ✚ Ensure that appropriate insurance of volunteers is taken out ■Be prepared to meet the volunteer's out of pocket expenses
- ✚ Give volunteers any necessary training to enable them to carry out their volunteer work
- ✚ Provide support and supervision to the volunteers and include them in staff meetings and social events where appropriate
- ✚ Will undertake to consider carefully and investigate fully any complaints or criticisms made by volunteers relating to their involvement with the Nursery.
- ✚ Ensure that the volunteers have provided the identity and background checks stated in the suitable person policy before entering the work setting to volunteer.

New Beginnings (Rhondda) Ltd

New Beginnings (Rhondda) Ltd Return to work Policy

The Company will maintain records of attendance and absence of individual members of staff. It is the responsibility of employees to maintain an acceptable level of attendance and it is the responsibility of all managers to maintain, review and manage absence levels within their areas of responsibility.

Managers will take appropriate steps to identify the reasons for, and so far as possible to eliminate unacceptable levels of absence within their area of responsibility.

Under no circumstances will managers put pressure on individual members of staff to work when they're unfit to do so for any reason.

In the event of your absence for whatever reason, you, should telephone the Director or Manager on the first day of absence, no later than 8:00am, to inform the Company of your reason for absence with an estimated return to work date.

Unless you have been signed off work by your Doctor, you must keep the Company informed of when you are likely to return to work by 4pm every day. If the absence is due to sickness, you must complete a Self-Certification Form as evidence of illness or incapacity prior to your return to work, if return to work is within 7 working days.

Employees who are unable to return to work within 7 calendar days must obtain a medical certificate from their doctor, specifying his/her incapacity and there after every fourteenth day and at the end of the sick leave. This must be completed and sent to the Director.

The old style sick notes have now been replaced with FIT NOTES. These notes will list some common changes which could be made to an employees work environment or role to help facilitate a return to work. Where a doctor considers another option is more appropriate they may state this in this document - there is no longer a Fit for Work option.

There is an acknowledgement that it is the employer not the doctor who is best placed to make a decision on any recommendations in consultation with the employee and thereby facilitate a return to work.

If however, the employer is not able to facilitate a change or an adjustment a revised statement from the doctor is not necessary, the existing statement is evidence that an individual has a health condition preventing them carrying out the current role. The Manager & Director will then progress the situation accordingly with each case being individually assessed looking for a suitable solution.

On your return to work you will be asked to complete a Return to Work Interview Form with the settings Director or Manager.

Employees may be asked to provide written evidence of any recommendation to exercise (or othertherapeutic treatment) whilst on sick leave. This can be from their

GP or another specialist (medically qualified such as a physiotherapist). This report should state what exercise is recommended and why.

New Beginnings (Rhondda) Ltd

RETURN TO WORK INTERVIEW

PRIVATE & CONFIDENTIAL INFORMATION

Employee Name:

Date:

Period of absence:to.....

Total absence period:

Previous sick days from commencement of Employment up to start of current sickness leave (not including this period):

What was the reason you were absent from work on this occasion:
(List Physical / Psychological condition below)

.....

Give details of how the condition was caused:.....

.....Date:.....

Did the condition take place in work.....

Location

What was you doing at the time.....

Any Previous sickness of this nature:

Do you feel fully recovered:.....

Do you have any planned return visits to your GP or Hospital?

.....

Any conditions which cause difficulty sleeping?

.....

Any medical condition requiring medication to a strict time-table

.....

Any other health factors that might affect fitness at work

.....

Has your GP advised you to refrain from any work related jobs?

.....

Have you been prescribed any medication by your GP?

.....

.....

Do you need any modification to your contractual work duties when you return to work?

.....

.....

Are there any work duties or equipment you feel you cannot undertake:

.....

.....

Are there any work duties or equipment you would feel most comfortable undertaking:

.....

.....

Do you have any other concerns?

.....
.....
Do you understand the actions the Company is taken to ensure a safe and comfortable return to work?
.....

What Happens Next?

The information given during your return to work interview will now be assessed by the Company.

The Company will be looking at all the information within the interview to create the most suitable return to work process for you.

Once a process has been chosen by the Company, you will be able to look over the Companies proposals which will have to be agreed by you before you start back to work.

Once you have started work, the Company will monitor your progress at regular intervals also it is your duty to inform the Company of any discomfort and concerns you have.

Note: An assessment of standard 39.33 weekly hours payment rate is required to assess the annual calculation is accurate.

I sign below to confirm the information i have submitted within this documents is correct and to the best of my knowledge.

Conclusion:

Is a Specific Employee Work Instruction required: Yes / No

Is further monitoring (Employee Supervision Record) required: Yes / No

Is a future visit to a doctor/medical practioner required: Yes / No
.....

Employee to Sign: **Date:**.....

Director to Sign:Date:

New Beginnings (Rhondda) Ltd Staff Communication regarding the workplace app.

Aim

- ✚ For New Beginnings (Rhondda) Ltd to run effectively
- ✚ To ensure that messages are communicated effectively & appropriately
- ✚ To ensure that everyone has a voice
- ✚ To ensure we work as a team
- ✚ For monitoring purposes
- ✚ To share ideas, thoughts & opinions.

- ✚ To gain feedback & suggestions from staff in gaining a better working environment & raise standards.
- ✚ To problem solve, deliberate & analyse
- ✚ To share video clips, files, documents & photos as a learning tool
- ✚ To use as evidence
- ✚ To communicate 'live' through video chat & discuss necessary issues, concerns, thoughts, ideas, projects, policies, procedures as a team, group or one to one meeting.
- ✚ To free the staff team from *(some)* after work meetings.

Procedure

- ✚ Managing Director & Manager to be 'admins' of the app which gives overall set up & decisions about the settings, privacy and account of the app.
- ✚ All staff members to be trained in how to use the 'workplace app'
- ✚ All staff members to be mentored in setting the app up.
- ✚ Managing Director & Manager to use the app to communicate;
 - Staff workload
 - Staff tasks
 - To upload new & up & coming events
 - To plan with staff training & events
 - To gather information
 - To praise & encourage staff's hard work
 - To share messages with staff team
 - To schedule appointments for appraisals, meetings, supervisory sessions etc
 - To plan calendar appointments for outside agencies such as CIW, Trading Standards, Environmental Health, Public Health.
 - To ask staff members to upload their plans & work
 - To provide a list of 'important dates'

Staff Members are to use the app to communicate

- Staff members to share creative ideas, play ideas, cookery ideas etc
- For staff members to give warnings about illness outbreaks, weather warnings or any other concerns they have.
- For staff members to pass on messages they may have received such as child absence.
- For staff members to ask about holidays
- For staff to communicate together about what new plans they'd like to set or try.

For staff members to give reminders to one another.

For staff members to let the team know if something was out of date in the fridge

Staff members to ask Managers to buy a specific piece of equipment, craft material, food item etc

For staff members to ask for ideas from one another

For staff members to share their feelings & ask for help & opinions

Rules

- 🚦 Staff members to check the app regularly daily, preferably morning and end of day.
(N.B. You are not required to check in your free time although checking to see if you have notifications just gives you a heads up)
- 🚦 To keep all information confidential in keeping with data protection.
- 🚦 This is a workplace app. Only staff members are permitted to join and use the group/app.