



Teddy Bears Childcare

Policies & Procedures

2025



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Abandoned Child Policy

At Teddy Bears Childcare, the safety and well-being of every child in our care are our top priorities. We understand that unforeseen circumstances may sometimes delay parents or guardians from collecting their child on time. However, if a child is not collected at the designated pick-up time and we are unable to reach a parent or guardian, the following procedures will be followed:

1. Attempting Contact

- If a child is not collected on time, we will first attempt to contact the parents or guardians using the provided phone numbers.
- If there is no response, we will then try to reach the emergency contacts listed on the child's file.
- During this time, the child will be supervised and reassured by staff to ensure they feel safe and comfortable.

2. Continued Delay

- If no contact is made within **30 minutes** of the scheduled pick-up time, senior staff will escalate the situation.
- We will continue to make reasonable efforts to contact the parents or guardians while ensuring the child's safety and well-being.

3. Escalation to Authorities

- If a child remains uncollected for an extended period (e.g., **one hour or more**) and we have been unable to reach a responsible adult, we will need to contact the relevant authorities.
- This will include **Children's Services** or the **police**, who will advise on the next steps to ensure the child's safety.

4. Record Keeping and Follow-Up

- A full record of the incident, including times of attempted contact and any conversations with parents or authorities, will be documented.
- If necessary, a meeting may be arranged with the parents to discuss the incident and prevent future occurrences.

Parental Responsibility

We kindly remind all parents and guardians to:

- Ensure that their contact details and emergency contacts are **always up to date**.
- Inform the nursery **as soon as possible** if they are delayed and provide an estimated arrival time.
- Arrange for an authorized adult to collect their child if they are unable to do so themselves.

This policy is in place to protect the children in our care and ensure that all procedures align with **safeguarding regulations**.

Thank you for your cooperation in keeping our nursery a safe and secure environment for all children.

This policy was adopted by	Teddy Bears Childcare
Policy Created	06/02/2025
Last Reviewed	16/09/2025
Name and role of signatory	Leahna Carmichael (DSL)



Accident and Incident Procedure

As a registered childcare provider, Teddy Bears Childcare is committed to creating a safe and nurturing environment where children are protected from harm. While we take every possible precaution to prevent accidents, we recognise that they can occasionally occur. This procedure sets out how we respond to and manage accidents and incidents to ensure the best care for every child.

Our Response to an Accident

If an accident occurs, staff will:

1. Comfort and reassure the child immediately.
2. Assess the nature and extent of the injury. Where necessary, an ambulance or medical support will be called without delay.
3. Administer first aid using our training and experience, ensuring only procedures we are qualified to carry out are used.
4. Once the child is settled and safe, we will contact parents/carers as soon as possible. If the accident is serious, we may ask you to collect your child or meet us directly at the hospital.

Recording and Informing

Following **every accident**, no matter how minor:

1. A detailed report will be completed using our **Family App**.
2. Parents/carers will be asked to read and sign the report electronically.
3. The accident will also be discussed again with you at collection time, to ensure you have a full update on your child's condition.

Serious Accidents or Incidents

If an accident requires medical treatment or meets reporting criteria, we will:

1. Notify **Ofsted** within 14 days.
2. Inform our **insurance company**.
3. Report the accident to the **Health & Safety Executive (HSE)** if it is classed as a serious incident, injury, or death, and act on any advice provided.

We also ask parents to update us about their child's condition following an accident, including whether further medical advice has been sought. This ensures we can provide appropriate support and monitor for any ongoing concerns.

First Aid Provision

- All staff at Teddy Bears Childcare are trained in **Paediatric First Aid** by an approved provider.
- We maintain **up-to-date certification** and ensure refresher courses are completed before expiry.

Current Staff First Aid Certificate Expiry Dates:

- Melissa – 24/08/2028
- Danni – 24/08/2028
- Natalie B – 04/04/2027
- Charlie – 04/04/2027
- Leahna – 04/04/2027
- Katie – 16/06/2027
- Bethany – 27/09/2027
- Charlotte F - 24/08/2028
- Charlotte V - 24/08/2028

First Aid Equipment

- First aid boxes are located at several key points throughout the nursery.
- A fully stocked first aid kit is always taken on **school runs, outings, and trips** outside the setting.
- Supplies are checked regularly and replenished as needed to ensure they remain in date and ready for use.

This policy was adopted by	Teddy Bears Childcare
Policy Created	18/10/2024
Last Reviewed	16/09/2025
Name and role of signatory	Leahna Carmichael (DSL)



Administering Medication Policy

Teddy Bears Childcare has developed this policy, following consultation, to ensure that children with medical conditions may continue to attend our setting.

It complies fully with the government guidance.

- *Managing Medicines in Schools and Early Years Settings.*

This policy aims to clarify the roles and responsibilities of staff and parents regarding the management, storage and administration to children of prescribed medicines and drugs during the normal nursery day and on visits out of nursery.

Nursery Staff

In this nursery:

- Medications are only administered when it is essential, i.e. where it would be detrimental to a child's health if it was not done during the nursery day.
- A permission form must be signed by the responsible parent via our Famly app.
- Details of medicines prescribed, and those that are to be administered in nursery, are recorded in a child's individual healthcare plan.
- Members of staff who have accepted the responsibility for administering prescribed medicines are provided with appropriate training to ensure that they are competent, aware of any possible side effects and know what to do in the case of an emergency.
- Any person responsible for administering medicines to a named child must ensure they are aware of:
 - the details of the child's condition
 - any special requirements, eg dietary needs, pre-activity precautions
 - the likely side effects of the medicine
 - what constitutes an emergency
 - what action to take, and not take, in an emergency and whom to contact
- Medicines are only accepted by staff if they are in the container in which they were originally dispensed; they should also be properly labelled with the name of the child, dosage, frequency of administration and expiry date.
- Staff will never make changes to recommended dosages.
- Medicines are always stored in a secure place; controlled drugs are kept in a locked cabinet with access limited to authorised staff only; where medicines need to be refrigerated, they are kept in airtight and clearly labelled containers.
- Asthma inhalers and adrenaline injection auto-injector pens must be immediately available to a child in case of an asthmatic attack or an allergic reaction.

- A written and signed record is kept of every time a medicine is administered you will find this via the Famly app.
- If a child refuses to take a prescribed medicine, staff will never try to force them to do so; instead, they will make an appropriate note and ensure that parents are told about the refusal.
- At the end of a course of medication any surplus medicine, or the original empty container, is returned either to the parent or to the pharmacy that issued it.
- Where medicines have to be administered during educational visits or trips, trip coordinator ensure that trained members of staff are included in the party and that suitable arrangements are in place for medicines and the required medical support to be provided; special arrangements are made for the secure transport of the medicine and for appropriate facilities to be available at the location for the administration of the medicine.
- The manager provides training and additional advice and support for staff, no member of staff will administer medication or perform procedures such as insulin injections unless they have accessed appropriate training and are deemed competent.

Parents

The nursery will make clear to parents, either through the Famly app or some other form of written communication that prescribed medication and drugs will only be administered during the nursery day, or on nursery trips, if the following conditions are met.

- The responsible parent provides written permission for the nursery to administer prescription medicines to their child.
- The responsible parent gives the nursery sufficient information about the medical condition.
- The medicine is prescribed by a doctor, or some other person authorised to do so, such as a dentist, qualified nurse or pharmacist.
- The medicine is in its original container with the dosage instructions clearly displayed.

This policy was adopted by	Teddy Bears Childcare
Policy Created	31/05/2024
Last Reviewed	16/09/2025
Name and role of signatory	Leahna Carmichael (DSL)



Admissions Policy

At Teddy Bears Childcare, we welcome all children and families into our setting and treat everyone with equal care and respect. We are committed to providing a safe, nurturing, and inclusive environment where every child can learn, play, and thrive.

As a childcare setting operating from domestic premises, we have a limited number of spaces available. Admissions are therefore managed according to our registered numbers and staffing ratios:

- Pandas (0 – 1 year 11 months): Maximum of 6 children at any one time (ratio 1 adult: 3 children)
- Polar Bears (2 – 3 Years): Maximum of 8 children at any one time (ratio 1 adult: 5 children)
- Koala Bears (3 – 5 years): Maximum of 6 children at any one time (ratio 1 adult: 8 children)

We are happy to accept any child within our registered numbers and do not discriminate on the basis of race, religion, gender, ability, or background.

Additional Information

- We offer drop-off and collection services for children attending Holme Valley Primary School.
- Our aim is to provide a stable, loving, and safe environment where children can play, have fun, and develop to their full potential.
- All children are welcomed into our setting, and we encourage existing children to support new friends, fostering a caring and inclusive environment.
- We provide settling-in sessions for all new children to help them adjust to their new surroundings and feel confident in our care.

If you have any questions or concerns regarding our admissions policy, please speak to a member of management, who will be happy to discuss them with you.

This policy was adopted by	Teddy Bears Childcare
Policy Created	28/11/2017
Last Reviewed	17/09/2025
Name and role of signatory	Leahna Carmichael (DSL)



Adverse Weather Policy

During times of adverse weather, we are happy to care for your children as normal so long as you feel it is safe and reasonable to do so. If we feel that the situation is worsening over the course of the day, we may call you to collect your child early or text you to update you on the situation. We understand that during adverse conditions you may be late to collect your child due to travel problems. We will of course continue to care for your child and provide them with any necessary snacks / meals until you arrive. We would appreciate if you could call us to let us know if you are going to be late, as we can then inform your child, and they do not become upset.

Adverse weather conditions may also affect our usual activities such as outings. We will not take your child out if the roads are not clear or it is not safe to travel. We would appreciate if you could ensure your child is dressed appropriately for the weather with plenty of warm clothes, wellington boots, hats, gloves, scarfs etc. Whilst time spent outside in bad weather will be very limited, there may be times where we are on the school walk or waiting for school children and it can be very cold.

School Children

If your child's school has been closed due to the bad weather, we are happy to provide care for your children so long as you feel it is safe and reasonable to do so. Normal hourly rate fees will apply in this case. If you have been notified that your child's school is to close due to adverse weather during the day, **you must call to inform us**. It is vitally important that we know if a child has been collected early.

Non-Attendance

Please call, message, or inform us through the Family app and let us know as soon as possible if you are not going to be bringing your child. If you decide that your child will not be attending or are unable to bring them, full fees will still apply. During adverse weather, unless we contact you, you should assume your child's place is available and that we are ready and willing to care for them. We understand that these times can be difficult and that you may not be able to get to your work due to your own transport arrangements but that should not affect our ability to work. If you will struggle to pay your child's fees during these times, please do not hesitate to speak to Melissa, Natalie B or Leahna in confidence and we can arrange a payment plan over a reasonable period to settle what is due.

We would like to stress again that it is down to your own discretion whether you feel it is safe to bring your child. You will know the route to your home the best and are therefore best equipped to make that decision. The safety of your child is paramount.

Please do not hesitate to discuss this policy further with us if required.

This policy was adopted by	Teddy Bears Childcare
Policy Created	28/11/2017
Last Reviewed	16/09/2025
Name and role of signatory	Leahna Carmichael (DSL)

Allegations of Abuse Against Staff, Volunteers, or Others Working in the Nursery Policy

Aims

- To protect children from harm.
- To ensure that allegations are dealt with appropriately and without delay.
- To support staff, children, and families during investigations.
- To comply with the **EYFS Statutory Framework, Working Together to Safeguard Children**, and **Local Safeguarding Partnership procedures**.

Definition of an Allegation

An allegation may relate to a person who works with children and suggests they may have:

- Behaved in a way that has harmed, or may harm, a child.
- Possibly committed a criminal offence against or related to a child.
- Behaved towards a child or children in a way that indicates they may pose a risk of harm.
- Behaved in a way in their personal life that raises safeguarding concerns.

Roles and Responsibilities

- **Designated Safeguarding Lead (DSL) Leahna Carmichael:** Responsible for managing the process, liaising with the Local Authority Designated Officer (LADO), and ensuring appropriate actions are taken.
- **Manager:** In cases where the allegation is against the DSL, responsibility lies with the nursery owner, **Melissa Simpson**
- **All Staff:** Must report any concerns immediately.

Procedures

Reporting

- Allegations must be reported **immediately** to the DSL.
- If the allegation is about the DSL, report to the manager.
- No attempt should be made to investigate before seeking guidance from the LADO.

Initial Action

- The DSL will record details of the allegation, including dates, times, and people involved.
- The DSL will contact the **LADO** within **1 working day** for advice on next steps.
- Parents/carers of the child concerned will be informed as agreed with the LADO.

Suspension

- Suspension is not automatic but may be necessary to protect children and staff.
- Decisions will be made in consultation with the LADO.

Investigation

- Investigations may involve the police, children's social care, or the nursery internally (if directed by the LADO).
- The nursery will cooperate fully with external agencies.

Confidentiality

- All allegations will be handled with strict confidentiality.
- Only those who need to know will be informed.
- Staff involved will be reminded not to discuss the matter.

Support

- Staff facing allegations will be offered support, including access to occupational health or counselling.
- Children and families affected will be offered appropriate safeguarding support.

Outcomes

Possible outcomes following investigation include:

- Substantiated (allegation is true).
- Malicious (allegation is false and made with intent to harm).
- False (allegation is untrue but not malicious).
- Unsubstantiated (insufficient evidence).
- Unfounded (no evidence to support).

Appropriate action will follow, including disciplinary measures where necessary.

Record Keeping

- Detailed records of allegations, actions, and outcomes will be kept securely.
- If an allegation is substantiated, information will be referred to the **Disclosure and Barring Service (DBS)** and, if appropriate, Ofsted.

This policy was adopted by	Teddy Bears Childcare
Policy Created	19/08/2025
Last Reviewed	19/08/2025
Name and role of signatory	Leahna Carmichael (DSL)



Allergy Management Policy

At Teddy Bears Childcare, we are committed to creating a safe environment for the children in our care. We are aware that children and staff may have or develop an allergy, and we ensure that possible allergic reactions are minimized or, where possible, prevented. We cannot guarantee a completely allergen-free environment, but we make every effort to minimize the risk of exposure and plan for an effective response to an allergic reaction or possible emergency.

We have worked in partnership with parents, carers and staff to develop this policy and adopt the following best practice to keep children and staff healthy and safe in our nursery.

- We ask parents to share any relevant information about allergies and intolerances on their child's registration form and to inform staff of any allergies discovered after registration.
- Staff are also required to share all information about their own allergic reactions and allergies.
- All relevant allergy information is recorded and shared with staff. We keep an allergy register in the kitchen and the room in which the child is based.
- Our staff are trained to recognise the signs and symptoms of a possible allergic reaction, know how to administer treatment and what to do in an emergency.
- Where a child has a known allergy, we work in partnership with parents, carers and healthcare professionals to write an allergy management plan for each individual.
- We ensure cross-contamination is avoided by maintaining good food hygiene standards at all times and ensure there is clear separation and labelling of ingredients.
- Our nursery is a nut-free environment, and we ask parents to support this commitment by not sending in any food or snacks that may contain nuts.
- Food sharing between children is not permitted.
- If necessary, we will create a separate menu for children with severe food allergies and will plan for seating arrangements during mealtimes.
- We ensure all staff and children maintain effective handwashing.

- Staff are made aware of all prescribed medication, and it is stored safely while being easily accessible. EpiPens are stored with the child's name and photograph on it along with a copy of their individual allergy management plan.
- We require written consent from parents or carers before staff can administer medication.
- Staff are trained in administering adrenaline auto-injectors, such as EpiPens.
- Parents are responsible for replacing out-of-date medication.
- If a child has a mild allergic reaction to food, a bee or wasp sting, etc., a trained member of staff will act quickly to administer the appropriate treatment, where necessary. We will inform parents and record the information in the incident book and on the allergy register.
- If a child has a severe allergic reaction, a trained member of staff will administer the relevant specialist treatment, such as an EpiPen, and call for an ambulance immediately. While waiting for the ambulance, we will contact the parents and arrange to meet them at the hospital.
- We comply with the Food Information Regulations and check all recipes and labelling for allergens when preparing meals and snacks. We display our weekly menus on our website as well as the parent information board and identify when the 14 allergens are used as ingredients in any of our dishes.
- We ensure children are not excluded from activities or trips due to an allergy. Where children with known allergies are participating in outings, the risk assessment must include this information. We take extra care with the ingredients and materials we use when cooking, baking and doing craft activities to ensure all children can participate.

This policy will be reviewed and updated annually.

This policy was adopted by	Teddy Bears Childcare
Policy Created	31/05/2024
Last Reviewed	19/08/2025
Name and role of signatory	Leahna Carmichael (DSL)



Anti-Bullying Policy

Bullying of any kind will not be tolerated within our setting.

Objective

Teddy Bears Childcare is dedicated to creating a safe and welcoming environment for all children, free from bullying. Bullying is defined as ongoing behaviour by an individual or group that intimidates, threatens, or causes harm or distress to another individual or group.

Definitions

Bullying can take various forms, including emotional, physical, verbal, racist, psychological, sexual, or cyberbullying (such as through text messages). Any form of bullying is not tolerated at our setting.

- **Emotional:** Intentionally being unkind, excluding or isolating another child, or tormenting them. This may include actions like forcing a child to be left out of an activity or making fun of someone.
- **Physical:** Acts of physical aggression such as pushing, scratching, spitting, kicking, hitting, biting, taking or damaging belongings, tripping, punching, or any other form of violence.
- **Verbal:** Using language to harm, threaten, or insult, including name-calling, ridiculing, or spreading rumours about another child's appearance.
- **Psychological:** Engaging in behaviour that causes fear or anxiety in another child.
- **Racist:** Deliberately mocking or making offensive gestures related to someone's race or ethnicity.

While we understand that legitimate play may occasionally involve behaviours like these, it becomes harmful when a child or group is frequently and repeatedly targeted. In the rare instances where such behaviour is identified as bullying, despite all preventive efforts, we will address each incident thoroughly and sensitively.

Procedure

- Nursery staff will report any observed incidents of bullying to the Management team.
- Children will be encouraged to report any suspected bullying immediately and will be assured that their concerns will be taken seriously and handled with sensitivity.
- If a child or staff member reports bullying, they will be given time to describe what happened and reassured that they did the right thing by speaking up.
- The Management team will listen to the alleged bully's account of the incident and consider their perspective when determining whether bullying has taken place.
- If it is concluded that bullying has occurred, the situation will typically be addressed according to the behaviour policy. The child displaying the bullying behaviour will be encouraged to reflect on their actions and understand the consequences. When appropriate, they will also be encouraged to discuss the incident with the affected child's parents, carers.

- Parents of all children involved in the reported bullying incident will be informed as soon as possible.
- If the bullying behaviour continues, the parents of the child involved will receive a written warning stating that the behaviour must stop immediately.
- If the behaviour persists, a final written warning will be issued, indicating that the child may face suspension or exclusion from the setting if the bullying does not cease.
- As a last resort, if the bullying continues, the child will be excluded from attending the setting for a specified period, as determined by the setting management team.
- After addressing the incident, preschool staff will continue to monitor the children involved to ensure no further issues arise.

If you have any concerns or suspect your child is being bullying or is bullying another child, please discuss them with us as soon as possible. It is much better to deal with these problems before they become major issues.

This policy was adopted by	Teddy Bears Childcare
Policy Created	28/11/2017
Last Reviewed	19/08/2025
Name and role of signatory	Leahna Carmichael (DSL)



Attendance Policy

At **Teddy Bears Childcare**, regular attendance plays a crucial role in supporting children's learning, development, and overall well-being. Consistent attendance helps children settle into routines and build strong relationships with staff and peers. This policy outlines our expectations regarding attendance and the procedures for reporting absences.

1. Attendance Expectations

- We promote regular attendance to encourage children's learning, social development, and emotional well-being.
- Parents/guardians are expected to follow the agreed-upon attendance schedule as part of the childcare contract.
- If a child is persistently absent without a valid reason, we may review their placement and arrange a meeting with parents to discuss any concerns.

2. Reporting Absences

- Parents must notify the nursery **as soon as possible** if their child will be absent, ideally before their allocated session begins on the day of absence. Absences can be reported via the **Family App** or by contacting us directly on **07983745394**.
- If a child is absent for more than **two consecutive days** without notification, we will contact parents to check on the child's well-being.
- For contagious illnesses, parents must inform the nursery immediately to allow us to take appropriate health and safety measures.

3. Late Arrivals & Early Pick-Ups

- To maintain routine and minimize disruptions, we request that children arrive on time for their scheduled sessions.
- If your child will be arriving late or leaving early, please notify us in advance via the **Family App** or by calling **07983745394**.
- Frequent late drop-offs or early pick-ups may affect the child's participation in planned activities and may be discussed with parents if it becomes a recurring issue.

4. Holidays & Extended Absences

- Parents should provide advance notice for any planned holidays or extended absences through the **Family App** or by contacting **07983745394**.
- Nursery fees remain payable during holiday absences, as your child's place is reserved, unless otherwise agreed in writing.
- If a child is absent for an extended period without prior notice, their place may be subject to review.

5. Persistent Absences

- Persistent or irregular attendance without valid reason may trigger a review of the child's placement.
- We will arrange a meeting with parents to discuss any concerns and offer support if needed.
- Continuous absence without communication may result in the loss of the child's place at the nursery.

6. Emergency Closures

- In the event of an emergency closure (e.g., extreme weather conditions or public health

concerns), parents will be notified as soon as possible through the **Family App** or by phone on **07983745394**.

If you have any questions regarding our attendance policy, please feel free to contact us at **07983745394**.

This policy was adopted by	Teddy Bears Childcare
Policy Created	26/02/2025
Last Reviewed	19/08/2025
Name and role of signatory	Leahna Carmichael (DSL)



Behaviour Management Policy

We are dedicated to establishing a clear code of conduct for all children, fostering an understanding of right and wrong by encouraging positive behaviour and addressing unacceptable actions. We believe that every child deserves to feel valued, respected, and safe, and we aim to provide an environment where they can learn and explore without fear. Our objective is to help all children build confidence, self-esteem, and a positive attitude toward their own learning and social interactions.

This policy outlines our approach to behaviour management, emphasizing that learning self-regulation and socially appropriate behaviour is a developmental process. We recognize the importance of working closely with parents and caregivers to ensure a consistent approach to managing behaviour. The policy provides guidelines to support this vision, emphasizing the value of modelling positive behaviour, appropriately addressing challenging behaviour, and meeting the individual needs of each child while maintaining the safety and well-being of everyone at Teddy Bears.

We strive to introduce a code of conduct to all children, encouraging them to develop a sense of right and wrong through guidance on appropriate behaviour and discouraging unacceptable actions.

It is sometimes necessary to help children understand their boundaries by explaining why certain behaviours are not acceptable in specific situations.

We aim to promote positive behaviour in our setting, and we do this by:

- Giving praise and awarding good behaviour.
- Making children feel valued by giving them individual attention.
- Being a role model and setting a good example
- Listening to the children and responding as appropriate

We are aware of the different reasons why children misbehave and will endeavour to keep to routines so that your child feels safe and is not over tired or hungry. Children may exhibit challenging behaviour because they have not yet learned how to respond appropriately to feelings such as boredom, anxiety, fear, curiosity, tiredness, independence, or anger/frustration. To address this, we aim to foster kindness and consideration by encouraging positive behaviour, offering activities that support personal, social, and emotional development—one of the three core areas in the Early Years Foundation Stage—and through play-based learning. Examples include role-playing different scenarios, using stories that teach values, promoting healthy and happy friendships.

Children will however try to test boundaries, and it is normal for all children to misbehave sometimes. We will use the following strategies to deal with a child who is misbehaving. We use different ones depending on the age/stage of ability of the child and the situation:

- Distraction. We will remove the child from the situation and give them an alternative activity or toy.
- Ignore. Depending on the situation we may ignore the bad behaviour if we feel it is being done to get a reaction.
- Talk with the child. If the child can understand we will discuss their behaviour and try and get them to appreciate the consequences of their actions. We will explain to them that it is their behaviour that we do not like, not them.
- Thinking time. We may remove the child from the activity / play area and ask them to sit next to us for a few minutes to reflect on their behaviour, this is followed by a conversation explaining how we could have done things differently.

Promoting Positive Behaviour

To help children follow routines and meet behaviour expectations, we promote positive behaviour through:

- **Being a Role Model:** Demonstrating good behaviour by setting an example.
- **Consistency:** Applying rules in a uniform and predictable manner.
- **Positive Reinforcement:** Rewarding desirable behaviour to encourage repetition.
- **Opportunities for Improvement:** Allowing children to change and improve their behaviour.
- **Positive Body Language:** Engaging with children at their eye level to foster connection.

Young children often struggle with behaviour because they haven't yet learned how to handle their feelings and needs in appropriate ways. Common triggers for challenging behaviour include seeking attention, boredom, anxiety, fear, anger, curiosity, a desire for independence, and anticipation.

We believe children flourish when their personal, social, and emotional needs are met alongside clear and developmentally appropriate expectations for behaviour. Our approach emphasizes:

- **Respect and Recognition:** Valuing each child's unique contributions and being considerate of their feelings.
- **Freedom and Responsibility:** Allowing self-expression within a supportive environment that encourages decision-making and reflection on consequences.
- **Inclusion:** Ensuring equitable access to learning while considering diverse needs and backgrounds.
- **Honesty:** Promoting open and honest communication.
- **Safety and Trust:** Creating an environment where everyone feels comfortable expressing concerns and fears, thus supporting both emotional and physical well-being.
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Preventive Strategies

Engaging with young children who exhibit challenging behaviour requires patience, understanding, and effective strategies. Our approach includes:

- **Positive Reinforcement:** Acknowledge and praise good behaviour to encourage its recurrence.
- **Consistent Routines:** Establish predictable daily routines to help children feel secure and understand what is expected of them, reducing anxiety and challenging behaviours.
- **Clear Expectations:** Clearly communicate rules and expectations using simple language and visual aids to help children understand acceptable behaviour.
- **Emotional Regulation:** Teach children to recognize and manage their emotions effectively.
- **Engaging Activities and Environment:** Provide age-appropriate and stimulating activities that capture children's interest, as boredom can lead to unwanted behaviours.
- **Calming or Reflective Time:** If a child becomes overwhelmed, offer a short break to help them regain emotional control, using calming activities to soothe them.
- **Open Communication:** Encourage children to express themselves and listen to their concerns, helping them feel valued and reducing frustration.
- **Collaborative Problem-Solving:** Involve children in finding solutions to their behaviour. Ask for their input on how they could handle similar situations differently in the future.

Intervention and Behaviour Management

We do not support physical punishment (e.g., smacking, shaking, or slapping) or intimidating shouting. Negative language like "no" and "naughty" is avoided as it does not promote improvement. When a child displays unacceptable behaviour, staff will:

1. **Intervene Quickly:** Identify the cause of the conflict immediately.
2. **Engage with the Children:** Understand the feelings and reactions of the children involved in the situation.
3. **Communicate Calmly:** Use a gentle tone and child-friendly language to discuss the behaviour. Encourage each child to express their feelings and consider how others might be feeling, fostering empathy.
4. **Use Diversionary Tactics for Younger Children:** For children who are not yet able to reason, distraction techniques will be used.
5. **Avoid Forced Apologies:** If a child does not wish to say "sorry," alternatives such as offering a comforting gesture, drawing a picture, using Makaton signing for "sorry," or asking "What can I do to cheer you up?" will be suggested.
6. **Manage Disputes Over Toys:** Encourage the use of a sand timer to take turns or redirect children to other activities while waiting.
7. **Avoid Withholding Treats:** Snacks or desserts will not be withheld as a consequence for unwanted behaviour.
8. **Anticipate and Diffuse:** Staff will try to anticipate potential conflicts and de-escalate situations before they escalate.
9. **Reassure the Child:** Emphasize that it is the behaviour that is unacceptable, not the child.

Achieving Positive Behaviour

Our setting believes children thrive when their personal, social, and emotional needs are met alongside clear and developmentally appropriate behaviour expectations. Children need support in learning to consider others' views, feelings, needs, and rights, and to understand the impact of their behaviour on people, places, and objects. This developmental task requires guidance, encouragement, and modelling. Our principles for achieving positive behaviour are embedded in our program for promoting personal, social, and emotional development.

Additional Support for Behaviour Modification

If the above strategies are consistently applied and further behaviour modification is needed, the following steps will be taken:

- **Frequent Praise:** Offer praise at the slightest sign of positive behaviour change.
- **Parental Involvement:** The Manager will discuss the situation with parents or caregivers to see if similar behaviours are occurring at home.
- **External Support:** If necessary, advice will be provided regarding external support from agencies such as SENDco, health visitors, or GPs.
- **Incident Records:** Document incidents and make daily observations to identify triggers.

This policy was adopted by	Teddy Bears Childcare
Policy Created	28/11/2017
Last Reviewed	19/08/2025
Name and role of signatory	Leahna Carmichael (DSL)



Buildings and Premises Maintenance Policy

Teddy Bears Childcare believes that its children, parents and staff should expect the premises to provide a safe, clean, well-maintained and comfortable environment always. We believe that the quality of the physical learning environment is a key factor in the provision of high-quality and effective teaching.

The purpose of this policy is to ensure that:

- All buildings, fabrics, fittings, plants, utilities and equipment are kept in good, safe condition, in efficient working order and in good repair.
- Services such as water, lighting, heating and air conditioning are maintained appropriately to ensure that premises are comfortable, economical and safe to use, and that energy is not wasted.

Responsibilities

The overall responsibility for the quality and upkeep of the buildings and premises lies with the owners, through the appropriate management team. This management team will meet regularly to discuss matters relating to the upkeep and development of the nursery and will be responsible for agreeing on a nursery plan for its upkeep.

The operational responsibilities for buildings maintenance systems lie with the owners Melissa and Robert Simpson. These responsibilities are delegated through an identified setting deputy managers who will ensure that a program of routine maintenance and renewal of the fabric and decoration of the premises is in place and that records are kept of all maintenance activity.

Maintenance System

These procedures will be followed.

1. A system of planned preventative maintenance will be used, involving the inspection and assessment of equipment, plants and buildings on a regular basis.
2. A fault-reporting and tracking system will be operated, whereby staff will be encouraged to report faults or potential problem areas, such as torn or frayed carpets, damaged flooring, broken windows, electrical faults and broken paving.
3. Faults or repairs will be logged by the bursar or premises manager, who will conduct a risk assessment on each one to determine whether the repair is urgent.
4. Repairs will be allocated to, or commissioned from, appropriate staff or contractors and followed up to check that any necessary work has been completed satisfactorily.

5. All maintenance work, including minor tasks, will be subject to a prior risk assessment, and adequate risk management and safety arrangements will be put in place before the work is carried out.
6. All maintenance contractors will be expected to comply with our health and safety policies and safeguards.
7. Urgent repairs will be prioritised and completed as soon as is practicable. Where there is a delay in any essential maintenance work, the bursar or premises manager will take whatever action is necessary to ensure safety and control any risk in the meantime.
8. Access to any relevant risk assessments, drawings, instructions, handbooks and records will be provided to maintenance staff or contractors.

The maintenance system will cover all aspects of the premises including:

- All buildings — both external and internal parts of buildings and outbuildings.
- Equipment and devices.
- Services such as water, gas and electricity.
- Grounds — including fences, gates, paths, front and rear driveway, lighting and walls.

All material parts of the nursery, including fixtures and fittings, will be well maintained and a maintenance schedule will be in place in accordance with the Workplace (Health, Safety and Welfare) Regulations 1992.

Maintenance Plans and Guides

The premises manager will keep and update a maintenance plan and guide for each building. The guide will specify intervals between:

- Routine, general and detailed inspections.
- The inspection and maintenance of each engineering service and items of special equipment.
- The maintenance of items that require regular attention to preserve good performance (in line with the manufacturers' instructions).

The maintenance guide will also include essential data taken from the building's records that is likely to be needed during inspections.

The maintenance plan or schedule will include checklists completed during regular inspection which will:

- Specify the condition of the fabric of the building, its fittings and equipment
- Identify any repairs, remedial work or other action to be taken.

The plan will be regularly reviewed and will include routine maintenance and redecorating as well as larger-scale refurbishment.

Emergency Repairs

A repair is usually considered to be an emergency if there is a danger to health, a risk to safety or security, or a danger of serious damage to the building. Examples include:

- Insecure property or failure of security systems (such as broken windows).
- Flood/fire.
- Blocked and overflowing drains.
- Failure of water supply.
- Serious structural damage.
- Complete failure of heating system in winter.
- Complete failure of hot water system.

Emergency repairs should be dealt with immediately and appropriate action taken to ensure the safety of building occupants.

Maintenance Staff and Contractors

All contractors working on maintenance tasks on the premises will be expected to abide by our health and safety and security policies and procedures.

Training

All new staff will receive induction training which will include a thorough tour of the premises and detailed guidance on fire systems and escape routes and procedures.

Records

Records will be kept of all maintenance jobs and repairs, including:

- when the fault or repair requirement was reported
- when the repair was arranged
- who completed the repair
- who checked that it was complete.

Incomplete or unsatisfactory repairs will be followed up. Maintenance records will be regularly inspected and reviewed to identify trends or patterns of work required and the performance of contractors.

This policy was adopted by	Teddy Bears Childcare
Policy Created	31/05/2024
Last Reviewed	19/08/2025
Name and role of signatory	Leahna Carmichael (DSL)

Safeguarding & Child Protection Policy for Nursery/ Pre-school/ Out of School Club

(Throughout this policy any references to parents may also apply to an adult who has parental responsibility or local authority responsibility for a child)

Please see Annex for definitions of abuse

The setting is committed to ensuring all children are safeguarded, and take all complaints, allegations or suspicions seriously, including allegations made against staff members. All procedures are in line with Children's Multi-Agency and Resilience Safeguarding Board (MARS) guidelines.

All staff, students and volunteers are provided with a copy of the Safeguarding Policy and Procedures during their induction, and their supervisor will ensure they understand the procedures to be followed by discussing these with them and asking them to sign and date to say they have read and understand them.

Safeguarding Coordinator (DSL)

All concerns must be raised with the Designated Safeguarding Lead **Leahna Carmichael** who will follow the procedures set out by the Children's MARS board. In the absence of the first DSL the deputy safeguarding officer is **Melissa Simpson**. The DSL or deputy will be available for staff to discuss safeguarding concerns.

Training

The DSL and deputy will undertake safeguarding training every two years and knowledge and skills will be refreshed at regular intervals, but at least annually. The training will include effective safeguarding procedures regarding internet and online safety.

Additionally, all staff, committee, students, volunteers will be given appropriate training on safeguarding at induction, and this will be updated on a regular basis and at least annually for example via in-house training, emails, e-bulletins. online training and newsletters. Safeguarding knowledge and competencies will be continually monitored through supervision, staff meetings and ongoing discussions.

Students and long-term volunteers (aged 17 or over) and apprentices (aged 16 or over) may only be counted in ratios at the level below their level of study if they are suitable, competent and responsible, and they hold a valid and current paediatric first aid qualification.

Recruitment Recruitment of staff is in line with the Children's MARS Standards for Safer Recruitment policy and procedures. The Children's MARS Board adheres to safe recruitment procedures, therefore ensuring that applicants are suitable to work with children. References will be sought for all staff who work directly with children or who are likely to have unsupervised access to children. 2 references will be sought, one from the previous employer. Where possible references will be followed up with a phone call. All staff will be required to have a Disclosure and Barring Service check before starting work in the setting.

The setting must keep records to demonstrate to Ofsted that the checks have been done, including the DBS reference number, date of issue and details of who carried out the check.

All staff are provided with a copy of the Safeguarding Policy and Procedures during their induction, and the Supervisor will ensure they understand the procedures to be followed. In addition, all staff receive ongoing training on safeguarding issues. All staff will have access to Working Together to Safeguard Children and be required to read '*What to do if you're worried a child is being abused – Summary*' (Department for Education).

Use of mobile phones and cameras and other electronic devices with imaging and sharing capabilities used in the setting.

Use of mobile phones and cameras and other electronic devices with imaging and sharing capabilities are used to take photographs/videos of the children during their time in the provision. These photographs/videos are used to update children's progress and are shared with the child's parents. Relevant permissions are obtained from parents that specify what the images can be used for.

Photographs/videos taken on digital devices are used for specific purposes and then deleted. Photographs/videos on any assessment app are used in accordance with the apps security measures, my privacy policy and shared with the child's parents only.

In line with the GDPR and Data Protection Act (2018) images will only be used for agreed purposes and no images will be stored for any longer than necessary. Cameras will be stored securely on the premises. All other electronic devices used to take images or store photos (e.g. tablet or computer) will be password protected.

No images are taken on a mobile phone or any staff member's personal devise under any circumstances. No images will be transferred to any staff member's personal electronic device or computer.

No personal mobile phones are used on the premises at any time only on lunch breaks away from the children either by staff, parents or visitors. All personal mobile phones must be stored in the office / locker / staffroom.

Disciplinary procedures will be taken against any member of staff who fails to comply with the above.

Visitors to the provision are not permitted to take photographs of the children in our care, unless previously agreed with the parents.

The provision is registered with the Information Commissioner's Office (ICO). Please see <http://www.ico.org.uk> for further information.

Online Safety

As the registered childminder I will ensure that appropriate filters and monitoring systems in place on all digital appliances to protect learners from harmful online material.

Online safety information and resources will be shared with staff and parents and updated regularly to ensure that information is current and relevant to emerging themes.

Safe Eating

Whilst children are eating there will always be a member of staff sat next to the children in the room with a valid paediatric first aid certificate. Children will always be within sight and hearing of a responsible adult when eating.

Toileting

In addition to the registered childminder, assistants and students must have received a letter of suitability alongside their DBS to support intimate care routines. Intimate care and toileting will be supported by the childminder or assistant in a manner that protects their dignity at all times.

Attendance

Attendance of children will be closely monitored, and any absences will be followed up in a timely manner in line with our attendance policy. This will include identifying any patterns or trends and consideration will be given to a child's/parent's and/or carer's vulnerability and their home life. Any concerns raised will be followed up with SPOC or Children's family services. Where possible 3 emergency contact details will be kept in the setting.

Lockdown

The provider is vigilant to the risk of unexpected and unwanted persons within the setting and has a lockdown procedure to keep children safe.

Early Help and supporting families

The provider recognises the importance of building positive, trusting, and co-operative relationships with families. Providing support and help early is key to protecting and improving outcomes for children. The provider is aware of the North Lincolnshire Council One Family Approach and works in partnership with other agencies offering preventative, targeted support



to empower and support families in times of need.

NL Family

Safeguarding Children procedure

Dealing with concerns regarding children in our care.

If providers have concerns about children's safety or welfare, they must immediately notify their local authority children's social care team, in line with local reporting procedures, and, in emergencies, the police. Providers must also take into account the government's statutory guidance 'Working Together to Safeguard Children' and 'Prevent duty guidance for England and Wales'. All schools are required to have regard to the government's statutory guidance, and other childcare providers may also find it helpful to read this guidance.

(EYFS statutory framework for Group and school-based providers 2024 section 3.7)

The provider must notify North Lincolnshire Council Children's Services Single Point of Contact (SPOC) of any concerns in relation to a child as identified by the Children's Multi-Agency Resilience and Safeguarding (MARS) Board of allegations of abuse. The setting can seek advice from Children's Services Single Point of Contact prior to making a referral.

The Voice of the Child

Listening to and capturing the voice of the child is essential for effective safeguarding practice. All adults should understand the different ways children may communicate, whether this be verbal or non-verbal.

Dealing with concerns regarding children in our care.

All staff members are responsible for the safety and well-being of the children, including protecting them from harm. If any member of staff is worried that a child may be being harmed, or if a child discloses abuse, or if a third party expresses concerns to a member of staff, they must adhere to the following procedures.

1. Ask to speak with the Safeguarding Coordinator ([Leahna Carmichael](#)), in private, if possible, be mindful of staffing ratios.
2. The Safeguarding Coordinator and the staff member discuss the concern and decide what action needs to be taken. A decision will need to be made in relation to whether it is appropriate to make a referral to the Children's Services Single Point of Contact (SPOC). During this discussion full written details including dates and times, parties involved, any supporting information from staff or explanations from parents/carers, will be recorded.
3. If no referral is being made, then a written record is to be completed and stored on the child's file. This written record should then be shared with parents/carers on collection.
4. If a referral is to be made, then the Safeguarding Coordinator must ring North Lincolnshire Council Children's Services Single Point of Contact (SPOC) on 01724 296500 or if it is out of office hours 01724 296555. Parental consent should be sought unless by doing so this would put the child at further risk. The Safeguarding Officer will be responsible for providing as much information as possible to Children's Services (SPOC) to aid their investigation. The referral must then be followed up in writing with 48 hours of making the referral.
5. Direction as far as what to do next will be taken from Children's Services (SPOC).
6. All records will be kept secure and confidential and must be signed and dated.

Wherever possible parents need to be made aware that a referral is being made to Children's Services, however in some instances this may not be appropriate. Consent should be gained from parents to contact Children's services (SPOC) unless that by doing so it may place the child at risk of further harm. Where consent is not given

providers can still contact Children's Services (SPOC) if they have concerns that a child is suffering or at risk of suffering significant harm.

In the event of disclosure from a child:

- Listen to the child carefully
- Make no observable judgement
- Do not question the child
- Remain calm
- Do not make promises that cannot be kept, such as promising not to tell any one
- Reassure the child that it is not their fault

All concerns need to be kept as a clear written record, observations of the facts, not opinions. If a child confides in you, record what they said, try to use the exact words. Do not begin to question the child. This is important, for any investigations that may follow. Do not put pressure on the child to respond but allow the child to talk and always take what the child says seriously.

Dealing with concerns and allegations against staff members or any other person working with the children

Registered providers must inform Ofsted, or the agency with which a provider of CoDP is registered, of any allegations of serious harm or abuse by anyone living, working, or looking after children at the premises. This must happen whether the allegations of harm or abuse are alleged to have been committed on the premises or elsewhere, for example, on a visit. Registered providers must also notify Ofsted/ their agency of the action they have taken in response to the allegations. Ofsted/the agency must be notified as soon as is reasonably practicable, but in any event within 14 days of the allegations being made. A registered provider who, without a reasonable excuse, fails to do this commits an offence.

(EYFS statutory framework for Group and school-based providers 2024 section 3.8)

The provider must inform Ofsted of any allegations of serious harm or abuse by any person living, working, or looking after children at the premises and of the action taken in respect of these allegations. These notifications must be made as soon as is reasonably practical, but at least within 14 days of the allegation being made

The manager/safeguarding co-ordinator in this setting with responsibility in respect of allegations against staff, volunteers or students is **Leahna Carmichael**. The designated person must, where required

- Refer to the Local Authority Designated Officer (LADO)
- Gather information
- Take part in strategy meetings
- Progress and liaise jointly with the LADO

If the manager/safeguarding co-ordinator in this setting with responsibility in respect of allegations against staff, volunteers and students is not available or is the subject of such an allegation then contact **Melissa Simpson**.

Parents should also understand the procedure to follow if they have any concerns regarding a member of staff at the setting.

The concerns may be about the behaviour/language of a:

- Member of staff, student or volunteer from the setting
- Member of staff, student or volunteer from another service/setting received or attended by the child

The behaviour/language could take a number of forms, for example;

- Seeing an adult hit a child
- Observing an adult using inappropriate restraint or language
- Witnessing the neglect of basic care needs of a child
- Inappropriate sexual comments to children OR adults in the setting
- Excessive one-to-one attention beyond the requirements of their usual role and responsibilities
- Inappropriate sharing of images
- Any other inappropriate behaviour or language
- Inappropriate behaviours in their personal life that may give concerns to caring for children

If you have any concerns, the procedure is as follows:

First, do all you can to challenge the perpetrator's behaviour/language immediately without putting any child or yourself at undue risk

- Inform the perpetrator of your concerns
- Ask him/her to move to an area where there is no contact with children.
- Advise him/her that you will immediately inform the safeguarding coordinator/manager within the setting of what you have witnessed.

If the perpetrator continues; take any appropriate action you can to separate any children and the perpetrator, and call for assistance

It is essential that you stay with the child/ren until you can transfer them to the care of another responsible adult (ideally their key person).

In all cases where a concern has been raised, inform the Manager/Safeguarding coordinator or most senior person on site immediately. They will deal with the staff member in line with Children's MARS /Ofsted policies and procedures and/or disciplinary and grievance procedure (continue to ensure that ratios are met at all times)

Take notes of what you have heard or seen and what has been said - if it is not possible to take notes at the time, do so immediately afterwards. Keep the notes taken at the time, without amendment, omission or addition, whatever subsequent reports may be written. The notes should be dated and signed. The notes should cover what you saw, who said what, what action you took, and the details of date, time and location and name of child and perpetrator.

Allegation of Harm or Concern around quality of care and practice?

The manager/safeguarding co-ordinator should determine whether the incident is an allegation of potential or actual harm or **alternatively** a concern about quality and care/practice or complaint. Guidance around this can be found in Children's MARS Managing Allegations against people who work with children policy and procedure.

Allegation of Harm - If the information relates to a concern, allegation or suspicion that a member of staff, manager, owner, committee member, student, volunteer or carer who works with children has:

- Behaved in a way that has harmed a child, or may have harmed a child
- Possibly committed a criminal offence against or related to a child
- Behaved towards a child or children in a way that indicates they may pose a risk of harm to children
- Behaved or may have behaved in a way that indicates they may not be suitable to work with children

or where:

- Concerns arise about the person's behaviour with regard to his/her own children
- Concerns arise about the behaviour in the private or community life of a partner, member of the family or other household member.

You should:

Report the matter immediately to the Manager/Safeguarding Coordinator or named deputy in her absence or where the Manager/Safeguarding Coordinator is the subject of the allegation.

If you are the person to whom the allegation of a staff member, student, volunteer or carer who works with children harming a child is reported you must not investigate the matter by interviewing the accused person, the child or potential witnesses, but should:

- Avoid asking leading questions
- Record the incident in writing, just recording the facts and include:
 - When the alleged incident took place (time and date)

- Who was present
- What was said to have happened
- Sign and date the written record
- Contact the Local Authority Designated Officer (LADO) for advice about what to do next. Contact the LADO on 01724 298293. The LADO will then liaise with other agencies and advise the setting of next steps to be taken
- Ofsted **must** also be informed of any allegations on 0300 123 123 1 within 14 days at the latest. A registered provider who without reasonable excuse, fails to comply with this requirement commits an offence
- If the allegation or suspicion involves a child or young person suffering, or at risk of, significant harm, the Safeguarding Coordinator/Manager must also make a telephone referral to the Children's Services
- Following the telephone referral, the Safeguarding Coordinator/Manager must follow up the concerns in writing to Children's Services within **24 hours**.

Please also see the [Children's MARS Managing Allegations against people who work with children policy and procedure](#).

Concern around quality of care and practice – If the concern does not relate to harm and is deemed to be a care and practice issue, this should be documented as a low level concern and signed by the manager/DSL and person concerned. A copy of the concern and any subsequent actions should be kept in the provision and a copy given to the person concerned.

Whistleblowing

All staff have a duty to report any concerns about poor or unsafe practice, or potential failures in the nursery's safeguarding arrangements. Whistleblowing is essential to ensuring that children remain safe, and all concerns will be taken seriously, investigated appropriately, and treated confidentially in line with our safeguarding policies.

We encourage a culture of openness, where staff feel safe to raise concerns without fear of reprisal. Any concerns should be reported to the Designated Safeguarding Lead (DSL) or the nursery manager. If concerns remain unresolved, or staff feel they cannot approach the DSL or manager, staff are encouraged to escalate to the Local Authority Designated Officer (LADO) or contact the NSPCC Whistleblowing Helpline: 0800 028 0285 or Ofsted Whistleblowing helpline: 0300 1233155

Providers will make available to staff the following documents:

What to do if you are worried a child is being abused – Department for Education 2015

Working Together to Safeguard Children - Department for Education 2023

Information sharing - advice for practitioners providing safeguarding services to children, young people, parents and carers 2024

The Statutory Framework for the Early Years Foundation Stage – Group and school based providers - Department for Education 2025

Keeping children safe, helping families thrive – Department for Education 2024

Keeping Children Safe in Education - Department for Education 2025

The Prevent duty - Prevent duty guidance update: a briefing for schools and early years providers 2023

The Prevent Duty – Prevent Duty Guidance for England and Wales – The Home Office 2023

One Family Approach - Helping Children and Families in North Lincolnshire Document – North Lincolnshire Children's Multi-Agency Resilience and Safeguarding (MARS) Board

Managing Allegations against adults who work with children – North Lincolnshire Children's Multi-Agency Resilience and Safeguarding (MARS) Board

Annex

Definitions of abuse

Physical: Physical abuse happens when a child is deliberately hurt, causing physical harm. It can involve hitting, kicking, shaking, throwing, poisoning, burning or suffocating. It's also physical abuse if a parent or carer makes up or causes the symptoms of illness in children. For example, they may give them medicine they don't need, making them unwell. This is known as fabricated or induced illness (FII).

Sexual: Sexual abuse is forcing or enticing a child to take part in sexual activities. It doesn't necessarily involve violence, and the child may not be aware that what is happening is abuse. Child sexual abuse can involve contact abuse and non-contact abuse. Contact abuse happens when the abuser makes physical contact with the child. Non-contact abuse involves non-touching activities, and it can happen online or in person.

Emotional abuse: this is present in virtually all child protection incidents but can also constitute abuse in its own right. It involves persistent or severe emotional ill treatment or torture causing, or anything that causes severe adverse effects on the emotional stability of a child. Emotional abuse also deeply affects children who witness or hear domestic abuse.

Neglect: Neglect is not meeting a child's basic physical and/or psychological needs. This can result in serious damage to their health and development. Neglect is the most common type of child abuse. It often happens at the same time as other types of abuse. Neglect can be difficult to identify. Isolated signs may not mean that a child is suffering neglect, but multiple and persistent signs over time could indicate a serious problem.

Child Exploitation including Sexual Exploitation, Criminal Exploitation, County Lines and Risks Outside the Home

All staff members will be aware of how children can be exploited and will act on any concerns immediately. This also includes recognising where older children may be at risk. If a staff member has concerns, they will follow their normal safeguarding referral route or in an emergency call the police directly. Staff should be alert to any issues of concern in the child's life at home or elsewhere.

It is recommended that a staff member should receive specific awareness raising sessions on CSE, CCE and County lines and disseminate to all other staff.

Prevent Agenda

All staff should be aware of the Prevent agenda and how to identify and assess the risk of children being drawn into terrorism, including extremist ideas that are part of the terrorist ideology.

Staff should be alert to changes in children's behaviour, which could indicate that they may be in need of help or protection. Staff should use their professional judgement in identifying children who might be at risk of radicalisation and act accordingly.

The Provision will promote fundamental British values of democracy, rule of law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs, which are already implicitly embedded in the 2017 Early Years Foundation Stage.

It is recommended that a staff member should receive specific awareness raising sessions on the Prevent agenda and disseminate to all other staff.

Female Genital Mutilation

All staff should be aware of female genital mutilation and the risk factors for young girls. Staff should respond to any concerns immediately either through following their normal safeguarding referral route or directly to the NSPCC FGM helpline, 0800 028 3550. Information and risk factors regarding FGM should be shared with all staff.

Breast Flattening

Breast ironing, also known as breast flattening, is the pounding and massaging of a pubescent girl's breasts using hard or heated objects to try to stop them developing, or to make them disappear entirely. All staff should be aware of breast flattening and the risk factors for young girls. Staff should respond to any concerns immediately either through following their normal safeguarding referral route or directly to the police or the NSPCC. Information regarding breast flattening should be shared with all staff.

Infant Oral Mutilation (Ebinyo)

Infant oral mutilation is a primitive traditional practice involving the 'gouging out' of a young infant's healthy primary teeth/buds. This can lead to transmission of blood-borne diseases such as HIV/ AIDS, septicemia and death. Infant Oral Mutilation is usually carried out by 'healers' who perceive it to be a remedy for common childhood illness. All staff should be aware of Infant Oral Mutilation and the risk factors for young children. Staff should respond to any concerns immediately either through following their normal safeguarding referral route or directly to the police or the NSPCC. Information regarding Infant Oral Mutilation should be shared with all staff.

Domestic Abuse

Seeing, hearing or knowing of a parent being abused is traumatic for children and can have long-term damaging emotional and psychological effects. All staff should be aware of the impact of domestic abuse on children and where it is suspected that a child is at risk of harm by witnessing or hearing domestic abuse staff follow their normal safeguarding referral route or in an emergency call the police directly. Staff should also be aware of coercive control and the impact this will have on children's well-being. Information regarding domestic abuse and coercive control should be shared with all staff.

Operation Encompass

Children are negatively impacted by experiencing domestic abuse and the impact of this can last throughout a child's lifetime. Where an Operation Encompass notification is received into the setting, staff will be mindful of any adverse effects this may have on a child and ensure appropriate support and care is offered where required.

Peer on peer abuse

Children are vulnerable to abuse by their peers, and such abuse should be taken as seriously as abuse by adults. Providers should not dismiss abusive behaviour as normal between young people/children (however a child's age and stage of development will be considered). Providers should be aware of any incidences of peer-on-peer abuse and respond to these within their normal safeguarding procedures. Information regarding peer-on-peer abuse should be shared with all staff.

Honour Based Abuse and Forced Marriage

Providers should be aware of incidences of honour-based abuse and/or forced marriage. Honour based abuse can be described as a collection of practices which are used to control behaviour within families or other social groups to protect perceived cultural and religious beliefs and/or honour. Forced marriage is when someone does not consent and faces physical and/or psychological pressure to marry. Staff can respond to concerns by contacting Karma Nirvana <https://karmanirvana.org.uk/> or in case of emergency phoning 999. Information regarding honour-based abuse and forced marriage should be shared with all staff.

Witchcraft and faith-based abuse

Belief in witchcraft, spirit possession and faith-based ideals can impact on a child's welfare and safety. Themes such as witchcraft abuse or the belief that children can be spirit possessed and the harmful religious practices that occur as a result of this can impact children being abused. Often children are blamed or scapegoated to be the reason why bad things are happening. Various triggers can lead children to being labelled as witches. These may include things such as poverty, deprivation, unemployment, ill health, lack of success and so on. Staff should respond to any concerns immediately either through following their normal safeguarding referral route or directly to the police or the NSPCC.

Injuries to babies and non-mobile infants

Bruising to babies and non-mobile infants may be caused by medical issues e.g. birth trauma or birthmarks, however this is rare. Other unusual marks on the skin or unusual sites of bleeding (e.g., bleeding from the mouth in young children) without a clear explanation may also be a sign of non-accidental injury and should also give cause for concern.

There may also be occasions where an explanation is given that another child has caused the injury. This should still be further explored.

In all cases, unless the specific mark that has been identified has been confirmed as arising from birth trauma, birthmark or a medical condition, any practitioner who identifies a bruise/injury to an infant or child who is non-mobile or suspects that an injury to a child is non-accidental as a result of abuse or neglect should make a contact/referral to Children's Services Single Point of Contact.

Useful contacts

Children and Family Services for referral – 01724 296500
01724 296555 [out of hours]

Local Authority Designated Officer [LADO] – 01724 298293

Ofsted whistleblowing - 0300 1233155

NSPCC Whistleblowing - 0800 0280285 - help@nspcc.org

The Blue Door domestic abuse service - (01724) 841 947 – info@thebluedoor.org

This policy was adopted by	Teddy Bears Childcare
Policy Created	26/01/2024
Last Reviewed	09/09/2025
Name and role of signatory	Leahna Carmichael (DSL/Deputy Manager)



Children's Hair, Jewellery and Nails Policy

Our priority is to keep all children safe, healthy, and comfortable while at nursery. For this reason, we ask that parents/carers support us in ensuring children's hair, jewellery, and nails are appropriate for play, learning, and care routines.

Aims

- To reduce the risk of accidents or injuries during play.
- To prevent the spread of infection and maintain good hygiene.
- To ensure children can take part in all activities safely.

Hair

- Children's hair should be kept clean and tidy.
- Long hair should be tied back securely with soft hair ties (no hard or sharp accessories). This helps prevent the spread of head lice, avoids hair becoming tangled in equipment, and reduces accidents during messy or physical play.
- Decorative hair accessories should be small and safe (no sharp points, beads, or hard clips).

Jewellery

- For safety reasons, children should not wear jewellery to nursery.
- The only exception is **small, plain stud earrings** for pierced ears.
- Necklaces, bracelets, hooped or dangling earrings, and rings are not allowed as they can break, be swallowed, or cause injury during play.

Nails

- Children's nails should be kept short and clean.
- Nail varnish, false nails, or nail art are not suitable for nursery as they can harbour dirt, break easily, or cause harm to others.

Staff Role

- Staff will gently remind parents/carers if a child arrives wearing unsafe items.
- Unsafe jewellery or accessories may need to be removed and returned to parents at collection.

Partnership with Parents

We appreciate parents' support in following this policy. By working together, we can make sure the nursery is a safe, healthy, and inclusive environment for all children.

This policy was adopted by	Teddy Bears Childcare
Policy Created	19/09/2025
Last Reviewed	19/09/2025
Name and role of signatory	Leahna Carmichael (DSL)



Complaints Procedure

Rationale

Teddy Bears Childcare is committed to providing high-quality care and education for children in the setting. Our goal is to ensure that children enjoy their time at Teddy Bears and that parents and carers are satisfied with the quality of our setting. We take any concerns or issues raised by parents seriously and will take prompt action to resolve them.

This policy outlines the procedures to ensure best practices are followed at the setting. It complies with the legal requirements set out in the Early Years Foundation Stage statutory framework.

Implementation

The staff at Teddy Bears are responsible for handling complaints daily. If a complaint involves a member of staff or key worker, the management team will conduct the investigation. All complaints will be documented in detail using the Incident Log Report Sheet in the Incident Record Folder.

Stage One

If a parent or carer has a complaint regarding any aspect of the setting or a staff member, most issues can typically be resolved through direct discussion with the person involved, reaching a mutually acceptable solution.

Teddy Bears promotes an open-door policy and encourages feedback about the quality of its services. Any negative feedback will be addressed promptly, and necessary actions will be taken immediately.

Parents and carers should first speak directly with the relevant staff member. If this is not feasible, they should consult the management team, who will attempt to resolve the issue calmly and professionally. If the matter is not resolved to the complainant's satisfaction, Stage Two will be initiated.

Stage Two

If Stage One does not resolve the complaint, the issue should be submitted in writing to the management team. Teddy Bears will acknowledge receipt within three working days and will conduct a full investigation within 10 working days, providing a written response to the

complainant. If there is an unexpected delay, the management team will inform the complainant, apologise, and provide a revised timeframe for resolution.

If the complaint has Child Protection implications, the Designated Safeguarding Lead (Leahna Carmichael) will be notified immediately, following the Child Protection Policy. If a criminal offence is suspected, the police will be contacted.

The written response to the complaint will be shared with the complainant and any relevant staff members. The response will include the investigation's conclusion and any changes to policies or procedures to prevent future occurrences. The management team will offer to meet with the complainant to discuss the investigation and its findings.

Throughout the process, Teddy Bears will aim to restore a positive and constructive relationship with the complainant.

Making a Complaint to Ofsted

If you feel that you are unable to talk to the management team or a staff member, or that after talking the matter remains unresolved, then you can talk in confidence to:

- North Lincolnshire Council Early Tears Team Tel: 01724 296652
- Ofsted Tel: 0300 123 1231

Further details of how to raise a concern / make a complaint can also be found on the Ofsted website: www.ofsted.gov.uk

This policy was adopted by	Teddy Bears Childcare
Policy Created	28/11/2017
Last Reviewed	19/09/2025
Name and role of signatory	Leahna Carmichael (DSL)



Confidentiality Policy

During daily activities, staff may come into contact with confidential information. To ensure that all individuals using and working in the setting feel confident in doing so, we will uphold confidentiality through the following practices:

- Parents and carers will have access to the files and records concerning their own child, but not those of other children.
- Staff will not discuss details about individual children with anyone other than that child's parents or carers.
- Information shared by parents or carers with Nursery staff will not be disclosed to third parties without the parent's or carer's consent.
- Matters related to personnel will remain confidential and limited to those directly involved.
- Any concerns or evidence related to a child's safety will be kept in a confidential file and will only be shared with the child's key worker, the Management team (Melissa and Natalie Berney) and the Designated Safeguarding Lead (DSL) (Leahna Welch).
- The setting will adhere to all Data Protection Act requirements.
- Information about a child that staff may see or hear should not be shared outside the setting.
- Discussions about a child's abilities or behaviour will only occur with the parents, unless there is a multi-agency collaboration with the parent's consent.
- It is important to consider how distressing it could be for a parent to hear other parents discussing their child.

If any staff member is found discussing individual children outside of curriculum planning or the management team, with anyone other than the child's parents or carers, they will face immediate suspension without pay and undergo disciplinary procedures. This includes sharing information with former employees.

Information provided by parents or carers will not be shared with others without permission, except in exceptional circumstances where the safety of the child or staff may be at risk.

Employment-related matters concerning staff, whether paid or unpaid, will remain confidential among the individuals directly involved.

Concerns or evidence about a child's welfare will be shared with other professionals on a 'need-to-know' basis and will not be openly discussed among the staff.

We will divulge confidential information to North Lincolnshire Early Years Team and to Ofsted if we have any concerns that your child may be at risk of harm or being abused. Please see our Child Protection Policy.

While we cannot always guarantee that information will not be passed on (especially if there is a concern for the child's safety), we will handle such situations appropriately, ensuring the well-being of the child and respecting the confidentiality of those involved.

Please note that the setting cannot be held responsible if parents or carers share information about themselves with others and it is subsequently disclosed beyond the intended individuals.

If parents are experiencing difficulties, the management team is available to offer guidance or suggest where to seek further help or advice.

We also have a Family app and Facebook page which sometimes offers pictures of children playing, exploring or being creative. We ask that all parents are discreet and don't disclose any information about a child on them pages unless it is about their own child.

If you have any concerns regarding this policy, please do not hesitate to contact us.

This policy was adopted by	Teddy Bears Childcare
Policy Created	28/11/2017
Last Reviewed	19/09/2025
Name and role of signatory	Leahna Carmichael (DSL)



Data Retention Policy

In accordance with the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018

This policy outlines how long Teddy Bears Childcare retains personal data, the reasons for retention, and the process for secure disposal, in line with statutory guidance and best practices.

This policy applies to all personal data held by the nursery relating to:

- Children attending the nursery
- Parents and carers
- Staff, volunteers, and contractors
- Safeguarding, health, and accident records

Retention Schedule

Record Type	Retention Period	Legal Basis / Notes
Child's learning and development records	3 years after the child leaves	EYFS requirement; may be kept longer if requested
Accident/Incident records (child-related)	Until the child turns 21	Limitation Act 1980 (potential legal claim)
Safeguarding/Child protection records	Until the child turns 25	Statutory guidance (Keeping Children Safe in Education)
Child's personal file (registration forms, permissions, etc.)	3 years after the child leaves	For audit and legal purposes
Medication/health records	3 years after administration	Health & Safety at Work Regulations
Funding documentation (e.g. 15/30 hours)	7 years	HMRC requirement
Financial records (invoices, receipts)	7 years	HMRC requirement
Staff records (employment, training, etc.)	6 years after employment ends	Employment law & safeguarding
DBS check results (staff)	Record of check retained (not certificate)	Kept only as long as relevant
Parental complaints	3 years (or longer if unresolved)	For reference and legal protection
Visitor logs	2 years	Security and safeguarding reasons

Secure Disposal of Data

All records are securely destroyed when no longer needed:

- **Paper records:** Shredded on-site or by certified disposal service
- **Digital records:** Permanently deleted from all systems, including backups
- **Photographs/videos:** Deleted from devices, cloud services, and backups

Rights and Access

Parents, staff, and individuals have the right to request access to their personal data. Requests must be made in writing and will be handled within 1 month.

This policy was adopted by	Teddy Bears Childcare
Policy Created	28/11/2017
Last Reviewed	19/09/2025
Name and role of signatory	Leahna Carmichael (DSL)



Dropping Off & Collection Policy

Dropping Off

We would appreciate if you could let us know in advance if you are going to be arriving at a different time than what is arranged in our contract. We may not be ready to care for your child if you arrive unexpectedly early, or unexpectedly late. We may have to take children to school and will not be able to wait for you if you are late.

If you are running late, you should phone us prior to arriving and arrange to meet us at the school, back at my house or at another suitable place that will not disrupt the day of the other children in our care.

If you need to change your contracted hours, please discuss this with the management team.

Collection

Please let us know who is going to be collecting your child each day so we know who to expect. We will only release your child from our care to adults who have permission to collect him/her as you have listed in our contract. In the event of an emergency, we can operate a password system where you can send someone not authorised to collect your child but who is able to give a password. Please discuss with us if you would like to use this system.

We understand that sometimes delays are unavoidable but would appreciate if you could contact us to let me know if you are going to be late. Children learn routine very quickly and know when their parents are due. If you are late your child may become distressed, so it is important that you try to arrive at the arranged time. In the event of you being delayed we will reassure your child that you are on your way.

If we have not heard from you and you are 10 minutes late, we will try to contact you. If we are unable to get in contact with you then we will try your emergency contact numbers.

During this time, we will continue to safely look after the child.

We reserve the right to make an additional charge for late collection. £5 per 10 minutes that you are late in collecting the child.

This policy was adopted by	Teddy Bears Childcare
Policy Created	28/11/2017
Last Reviewed	19/09/2025
Name and role of signatory	Leahna Carmichael (DSL)



Emergency Evacuation Procedure

For the safety of the children in our care, we have developed the following procedure to evacuate our setting as quickly as possible in the event of an emergency. This may be because of a fire, a flood or gas leak etc.

We will practice the evacuation procedure every six months with the children and once every time a new child comes into our care. We do this with the children so they will not be alarmed in the event of the situation being real and so that the children learn of the importance of being able to escape from the setting quickly and safely in an emergency.

Details of all practice evacuations will be recorded in the Fire Drill Logbook.

The following procedure should ensure a swift, safe evacuation:

Fire Evacuation Procedures:

- **Fire Alarm Testing:** The fire alarms are tested weekly by the management team to ensure they are functioning properly, and to help familiarize children with the sound of the alarm.
- **Fire Exits and Escape Routes:** All fire exits, and escape routes are clear of obstruction so that children, staff. These routes are checked daily by the management team.
- **Evacuation Procedure:** When the alarm sounds, staff will calmly lead the children out of the building to the designated assembly point at Beckwood's car park. During this time, Fire Marshals Melissa, Natalie Berney or Leahna will check the setting environment to ensure it is clear.
- **Assembly Point Procedures:** Once at assembly at the at Beckwood's car park either Melissa, Natalie Berney or Leahna will conduct a roll call of all children and staff to confirm everyone is accounted for.
- **Evacuation Timing:** The evacuation process typically takes between 1 minute to 3 minutes to safely evacuate all children.
- **Emergency Procedures:** In the event of a real fire, either Melissa, Natalie Berney or Leahna will contact emergency services. Parents will also be notified by phone.
- **Fire Drill Record Keeping:** The Teddy Bears fire drill log will be completed for each drill, documenting:
 - The date and time of the drill.
 - How long the evacuation took.
 - Any issues that caused delays.
 - Actions taken to improve the evacuation process.

Fire Safety and Emergency Evacuation Oversight:

- **Fire Risk Assessment:** Melissa, Natalie Berney or Leahna are responsible for conducting and implementing the fire risk assessment.
- **Scheduled Drills:** Emergency evacuation and fire drills are conducted at least every 6 months within the setting.

Bomb Threat Procedure

If the nursery receives a bomb threat, the person handling the call must immediately follow the bomb threat communication protocol and alert another staff member to facilitate a safe evacuation and contact the police.

Steps for Handling a Bomb Threat Communication

All staff members with access to telephones, mobile devices, computers, or any means of public contact must be prepared to respond to a bomb threat and understand their duty to protect others.

If the threat is received over the phone:

- Stay calm and listen attentively.
- If possible, keep the caller on the line while a colleague dials 999.
- Note the caller's number if it is displayed on the phone. If not, dial 1471 after the call ends to try to retrieve the number.
- If the threat is recorded, write down as much detail as possible and preserve the recording for the police.
- If the threat is received via text, do not reply, forward, or delete the message. Note the sender's number and follow police instructions.

If the threat is made face-to-face:

- Try to remember as many details about the person making the threat as possible and what was said.

If the threat is written (e.g., a note, letter, or graffiti):

- Treat the item as police evidence and prevent others from touching it.

If the threat is received via email or social media:

- Do not reply to, forward, or delete the message.
- Note the sender's email address or social media username/user ID.
- Preserve web log files for the setting, as the police may require data from 7 days before the threat and up to 48 hours afterward for their investigation.

Staff should always follow these protocols to ensure a quick and effective response to any bomb threat.

Terrorist Attack

As of October 2024, the UK's terrorism threat level is classified as SUBSTANTIAL. While police and security agencies are working diligently to ensure public safety, it is crucial for staff and communities to stay alert and be aware of how to protect themselves if necessary.



ALWAYS REMEMBER: Always remain calm and give the children reassurance.

This policy was adopted by	Teddy Bears Childcare
Policy Created	28/11/2017
Last Reviewed	19/09/2025
Name and role of signatory	Leahna Carmichael (DSL)



Emergency Lockdown Procedure

The lockdown procedure will be implemented when the safety of children and staff is at risk, and it is safer to remain inside the current building. During a lockdown, all doors and windows will be secured, and blinds or curtains will be closed.

This emergency procedure may be activated in response to various situations, including but not limited to:

- A reported incident or disturbance in the surrounding community that could pose a risk to staff and children.
- The presence of an intruder on the nursery grounds who may threaten the safety of staff and children.
- A local warning regarding air pollution hazards, such as smoke, gas clouds, or other airborne risks.
- A major fire or explosion nearby, where it is safer to stay indoors rather than evacuate.

Management of the situation will depend in the circumstances presented

Staff will be alerted to initiate the lockdown through the following action:

- ✓ Remain calm throughout the process.
- ✓ The designated person(s) (Manager in charge) will coordinate the lockdown procedure and communicate with emergency services and parents.
- ✓ Make sure all staff and children remain in their assigned areas.
- ✓ If children are outside, staff should promptly and calmly bring them indoors, provided it does not pose a risk.
- ✓ Take a headcount or register to account for all children present.
- ✓ Lock all doors and windows, and close curtains or blinds where possible.
- ✓ Stay away from windows and doors, keep low, and help maintain a calm atmosphere.
- ✓ Engage children in quiet and calming activities to keep things as normal as possible.
- ✓ If appropriate, tune in to a local TV or radio station for updates. Avoid making unnecessary phone calls; keep lines open for essential communication.
- ✓ Don't open the door once it has been secured until you are officially advised 'all clear' or are certain it is emergency services at the door.

Initial Notification and Lockdown Procedure

If a lockdown situation arises, the initial notification may be made via a telephone call to all rooms or through management discreetly informing room leaders verbally.

If a staff member witnesses an incident that may require lockdown, they should alert others immediately using their room phone or by verbal communication if it is safe to do so. The manager should be informed as soon as possible to assess the level of risk, decide whether to initiate a lockdown, and contact emergency services if necessary.

During a lockdown, all children, staff, and visitors must remain in their current room if it is safe to do so.

- Children should sit quietly on the floor, away from doors and windows.
- Doors should be securely locked from the inside, lights turned off, and, if possible, furniture used to barricade the door.
- Staff should keep children calm and quiet, engaging them in a silent activity or calm game.
- No one should leave the room under any circumstances unless instructed by management or emergency services.

A headcount or register check must be completed immediately to ensure everyone is accounted for. The manager will confirm that all individuals are safe and accounted for before returning to the office to monitor updates and communication.

If there is an immediate threat (such as an intruder), the police will be contacted without delay. In cases where an external alert has been issued by the authorities, the nursery will follow official instructions and await further guidance.

Stage 2 Lockdown

If management assesses that the threat has escalated or the environment has become unsafe, Stage 2 procedures will be activated.

- All children, staff, and visitors will be instructed to relocate to the office, ensuring the office door is closed and locked.
- Everyone will remain inside until further notice is given by emergency services or management.

All-Clear and Follow-Up

Once external authorities declare the area safe, the manager will give the all-clear signal internally. Staff will then resume normal activities where possible to minimise disruption and reassure the children.

Any child showing signs of distress will be given individual support and comfort by their key person to help them discuss and process their feelings.

Parents and carers will be notified about the incident as soon as it is safe and appropriate to do so, with updates provided if new information becomes available.

Following the event, the management team will complete a detailed incident log and carry out a post-incident review to evaluate the effectiveness of the procedure and ensure that all children and staff received appropriate support.

This policy was adopted by	Teddy Bears Childcare
Policy Created	18/10/2024
Last Reviewed	19/09/2025
Name and role of signatory	Leahna Carmichael (DSL)



Equality and Diversity Opportunities Policy

We actively promote equality of opportunity and anti-discriminatory practices for all children. We will make sure that we treat all children with equal concern and respect.

Promoting Inclusivity and Valuing Diversity

- **Empowering Children:** Ensure every child feels valued and has a positive self-image.
- **Equal Access to Learning:** Provide equal opportunities for all children to engage in learning activities.
- **Adapted Environments and Resources:** Modify the setting and materials to support diverse learning needs, physical abilities, and sensory requirements.
- **Curriculum Adaptations:** Offer a curriculum that accommodates different learning styles, interests, and developmental needs, recognizing individual preferences and approaches, such as gender differences and the use of schemas.
- **Curriculum Differentiation:** Tailor the educational program to address the special educational needs of children.
- **Diverse Resources:** Use materials that represent a wide range of communities and cultures.
- **Avoiding Stereotypes:** Select resources that do not perpetuate stereotypes or include negative imagery.
- **Celebrating Festivals:** Acknowledge and celebrate various cultural and religious festivals.
- **Mutual Respect and Tolerance:** Foster an atmosphere of respect and understanding among children.
- **Addressing Discrimination:** Teach children that discriminatory remarks or behaviours are unacceptable.
- **Inclusive Curriculum:** Ensure that the curriculum accommodates children with special educational needs and disabilities.
- **Supporting English Language Learners:** Provide assistance to children who are learning English as an additional language.

Valuing Family Diversity

- **Welcoming Diverse Family Backgrounds:** Embrace the variety of family structures and work collaboratively with all families.
- **Family Involvement:** Encourage children to share experiences from their daily lives and invite parents/carers to actively participate in the nursery's activities.
- **Inclusive Communication:** Develop strategies to include families who speak languages other than English, ensuring their full participation.
- **Flexible Payment Options:** Offer a payment system that accommodates families with different financial circumstances.

Approach to Food

- **Partnership with Parents:** Work together with parents to meet the medical, cultural, and dietary requirements of each child.
- **Cultural Awareness in Eating Practices:** Educate children about various foods and cultural approaches to eating, respecting the differences and preferences within the group.

Towards Staff Members

Our policy emphasizes the importance of mutual respect and tolerance from parents and carers toward our staff members. We are dedicated to ensuring that our staff feel supported, valued, and respected by all members of our community. Discriminatory remarks or behaviours directed at staff are unacceptable and will be addressed swiftly and appropriately. By fostering an environment of respect, we can build a positive, inclusive community that benefits everyone involved staff, parents, carers, and children alike.

This policy was adopted by	Teddy Bears Childcare
Policy Created	28/11/2017
Last Reviewed	19/09/2025
Name and role of signatory	Leahna Carmichael (DSL)



E-Safety Policy

This policy sets out how our nursery will protect children, staff, and families when using technology, digital devices, and the internet. The aim is to promote safe, responsible, and age-appropriate use of ICT (Information and Communication Technology).

This policy applies to:

- All children attending the nursery
- All staff, students, and volunteers working in the nursery
- Parents/carers accessing nursery digital platforms

Principles

- Children's safety is paramount.
- Digital technologies will be used to support learning in a safe and controlled way.
- Staff and parents share responsibility for modelling positive and safe online behaviour.

Children's Use of Technology

- Nursery-aged children will only access age-appropriate apps, games, and websites under direct adult supervision.
- Children will not use personal devices (phones, tablets) while in nursery.
- Any use of digital devices (e.g., tablets, interactive screens) will be for learning and play, not unsupervised browsing.

Staff Responsibilities

- Staff will supervise children when using technology at all times.
- Staff will not use personal mobile phones in learning areas or take photos of children on personal devices.
- Nursery devices will be password protected and used only for professional purposes.
- Online platforms (e.g., nursery apps, communication tools) will be monitored and used appropriately.

Safeguarding & Online Safety

- All images or videos of children will only be taken on nursery devices and shared with parents via secure platforms.
- No child's full name will appear alongside their photograph in public materials.

- Staff will immediately report any online safety concerns (inappropriate content, suspicious emails, etc.) to the Designated Safeguarding Lead (DSL) **Leahna Carmichael**.

Parents and Carers

- Parents will be encouraged to support e-safety at home by limiting screen time, supervising internet use, and discussing safe online behaviour.
- Parents must not share photos or videos from nursery events on public social media without consent.
- The nursery will provide parents with guidance and resources on online safety.

Training

- All staff will receive regular training on e-safety and safeguarding.
- Updates on emerging risks and best practice will be shared during staff meetings.

This policy was adopted by	Teddy Bears Childcare
Policy Created	28/11/2017
Last Reviewed	24/09/2025
Name and role of signatory	Leahna Carmichael (DSL)



Handing Over Children While Asleep Policy

At Teddy Bears we recognise that children may be asleep at drop off or collection time. We are committed to ensuring that these transitions are handled with sensitivity and care, while maintaining our safeguarding responsibilities.

Procedures:

1. Parental Agreement:

- Parents/carers are informed of this policy during the induction process.
- A consent form may be signed acknowledging their understanding and agreement.

2. Waking a Child:

- A staff **WILL** gently wake the child on drop off or before collection to ensure the child is alert and comfortable before parents/carers leave the setting.

3. Handover on collection while Asleep:

- If a parent or carer arrives while a child is asleep, a staff member **WILL** wake the child and carry them to their parent or carer. This is done because children may feel disoriented or unsteady on their feet upon waking. Please note that this may cause a slight delay during collection
- The key person or another familiar staff member will carry the child securely to the parent/carer.
- The child will be wrapped appropriately for the weather and environment.
- A verbal handover will still be given, including sleep details, feeding, nappy changes, mood, and activities that day.

4. Safety and Safeguarding:

- The identity of the collecting adult must always be verified, especially if they are not the usual collector.
- Staff will never pass a child to someone without authorisation.

5. Documentation:

- Staff will record the time the child was handed over and note when they was awoken.
- Any concerns or observations will be documented and shared with the parent where appropriate.

6. Special Considerations:

- If a child is ill or sleeping longer than usual, staff will inform the parent and advise accordingly.
- Staff will observe and monitor children closely if they remain asleep beyond expected sleep patterns.

Policy Review:

This policy will be reviewed annually or sooner if changes in legislation or operational procedures occur.

This policy was adopted by	Teddy Bears Childcare
Policy Created	30/04/2025
Last Reviewed	19/09/2025
Name and role of signatory	Leahna Carmichael (DSL)



Health & Safety Statement

Teddy Bears Childcare (Scunthorpe) Ltd recognises our responsibility for the health, safety and welfare of our employees, the children in our care, contractors working for us and for anyone else whose health and safety could be affected by our work activity. We will assess the hazards and risks they face and take action to minimise hazards and control risks to an acceptable, tolerable level. Our managers and supervisors are made aware of their responsibilities and required to take all reasonable precautions to ensure the safety, health and welfare of our workforce, children in our care and anyone else. We will meet our legal obligations by providing and maintaining a safe and healthy working environment so far as is reasonably practicable.

This will be achieved by:

Providing leadership and control of identifiable health and safety risks on our premises and at every worksite.

Consulting with our employees on matters affecting their health and safety and that of the children in our care.

Ensuring that our premises are secure and that DBS safeguarding checks are made for each member of our workforce.

Providing and maintaining safe, suitable buildings and equipment. Ensuring the safe handling and use of substances.

Providing information, instruction, training where necessary for our workforce, taking account of any who do not have English as a first language.

Ensuring that all employees and contractors are competent to do their work, and where appropriate giving them suitable training.

Preventing accidents and cases of work-related ill health.

Actively managing and supervising health and safety at work.

The careful organisation, assessment and mitigation of hazards and risks for any off-site activities with a separate consideration and approval process.

Having access to competent advice.

Aiming for continuous improvement in health and safety performance and management by regular review and revision of this policy.

The provision of the resource, financial and other, required to make this policy and our health and safety arrangements effective.

We also recognise our duty to co-operate and work with other employers and workers, when they come onto our premises, to ensure the health and safety of everyone at work.

To help achieve our objectives and ensure our employees recognise their duties under health and safety legislation, we will also remind them of their duty to take reasonable care for themselves and for others.

These duties are explained on first employment, at induction.

A Safety Handbook, setting out their duties and specific health and safety rules is given to each employee.

Our policy, procedures and arrangements will be reviewed annually.

This policy was adopted by	Teddy Bears Childcare
Policy Created	25/10/2024
Last Reviewed	19/09/2025
Name and role of signatory	Leahna Carmichael (DSL)



Healthy Eating Policy

We are committed to promoting healthy eating, good nutrition and hydration for all children in our nursery. We aim to support children in developing healthy relationships with food from an early age, and to meet statutory requirements under the Early Years Foundation Stage (EYFS) and new EYFS nutrition guidance.

Aims

- To ensure that meals, snacks and drinks provided at nursery are healthy, balanced and nutritious.
- To encourage children to enjoy a wide variety of foods and learn to make healthy choices.
- To provide a safe eating environment that minimises choking risks and supports children's physical and oral health.
- To respect and respond to children's individual dietary, cultural, medical and allergy needs.

Food Provision

Menu Planning

- Menus will be planned, rotated regularly, and will include fruit, vegetables, starchy foods, proteins and dairy (or fortified alternatives).
- We will limit foods high in salt, saturated fat, free sugars, and processed foods, and avoid artificial additives, preservatives, and colourings.
- Fried or high-fat starchy foods (e.g. chips) will be limited to couple of times per week.
- Processed meats (e.g. sausages, bacon) will be served no more than once per week.
- Puddings will not be routinely sweet treats; instead, they may be based on milk, fruit, or yoghurt, or offered as optional side items rather than weekly desserts.

Snacks

- Morning and afternoon snacks will include fresh fruit or a savoury options, dairy or dairy-free alternatives if required.

Drinks and Hydration

- Fresh drinking water will be made freely available throughout the day and offered regularly, especially in hot weather.
- Milk will be offered as a drink at snack times; sugary drinks will be avoided in line with guidance on free sugars and to reduce risk of tooth decay.
- **Age-appropriate bottles, cups, or beakers will be used for all children, following developmental guidance to support oral health and independence.**
- Babies will be offered milk in sterilised bottles that are appropriate for their age and stage.
- As children grow, they will be supported to transition from bottles to open or free-flow cups, in line with oral health recommendations and EYFS guidance.
- **In line with NHS and EYFS oral health guidance, prolonged bottle use (particularly beyond 12 months) will be discouraged to help prevent tooth decay and support healthy teeth and jaw development.**

Safe Eating and Supervision

- Babies and young children must be seated safely during mealtimes, for example in suitable highchairs or low chairs, with close supervision.
- First Aid Trained staff will be sat facing children during feeding and mealtimes, enabling supervision for choking or allergic reactions.
- No child will be left alone while eating or drinking.

Special Dietary Needs and Allergy Management

- Children's individual allergies, intolerances, medical dietary needs, religious or cultural food preferences will be identified on registration and always respected.
- Staff will be aware of allergen information for all foods served, and safe food handling procedures will be followed.
- Parents/carers to consult with room leader when their child has specific requirements or is on a restrictive diet, and alternative meals/snacks will be provided where necessary.

Encouraging Positive Eating Behaviours

- Staff will use mealtimes as social and educational opportunities, modelling healthy eating, encouraging children to try new foods, and talking about where food comes from, the importance of variety, and healthy food choices.
- Children will be encouraged to develop independence in eating, including serving themselves (where appropriate) and feeding themselves.
- Staff will respect children who are reluctant to eat, will not force them to eat, and will offer foods again later.

Packed Lunches and Food from Home

- If parents provide packed lunches, we ask them to follow Teddy Bears Childcare packed lunch guidance to ensure contents are healthy and safe.
- Parents will be asked not to include foods high in sugar, salt, processed snacks, or treats as part of regular packed lunches.
- We ask that food brought from home is labelled with the child's name and stored safely, and that staff are informed of the contents (particularly allergens).
- Parents should avoid sending in choking hazards (e.g. whole grapes, whole cherry tomatoes, large chunks of raw vegetables, nuts) unless clearly supervised or prepared in safe forms. Please see our Pack lunch Guidance Policy for more information.

Food Hygiene and Staff Training

- All staff involved in food preparation, serving or handling will have up-to-date food hygiene training and follow food safety procedures.
- Food will be stored, cooled, reheated, and disposed of safely in line with food safety regulations.
- Where reheating is needed, food will only be reheated once and to the correct temperature.

Monitoring and Review

- The management team will regularly review menus, snacks, mealtime routines, and the eating environment to ensure they comply with EYFS nutrition guidance and promote healthy eating habits.
- The policy will be reviewed at least annually or sooner if relevant health or EYFS guidance changes.

Parental Involvement and Communication

- Parents/carers will be provided with information about Teddy Bears Childcare's healthy eating approach and will receive menu plans, snack lists and packed lunch guidance (if required).
- Parents will be encouraged to reinforce healthy eating habits at home, and to support nursery guidance (e.g. reducing sugary snacks, encouraging water drinking, offering variety).
- Staff will share information with parents if children refuse food, are picky eaters, or have difficulties, and work together to plan strategies to support healthy eating at nursery and at home.

This policy was adopted by	Teddy Bears Childcare
Policy Created	19/09/2025
Last Reviewed	19/09/2025
Name and role of signatory	Leahna Carmichael (DSL)

Hygiene Policy

Education:

- Children will be taught good hygiene practices and the reasons behind them, such as when to wash hands, how to use toilets properly, and why they shouldn't eat food that has fallen on the floor or been handled by others.
- As children reach an appropriate age, they will be encouraged to follow basic hygiene rules independently.
- The setting will ensure parents and carers are informed about the hygiene policies and will provide relevant information and advice regarding hygiene practices.

Personal Hygiene:

- Children will learn how to use the toilet correctly and to wash and dry their hands afterward.
- A tissue station with a large box of tissues will be available, and children will be encouraged to blow and wipe their noses as needed, disposing of used tissues hygienically.
- Children will be encouraged to cover their mouths when coughing or sneezing.
- Hygiene practices concerning bodily fluids will be strictly followed, and all staff and volunteers will be aware of how infections, such as Hepatitis B and HIV, can spread.
- Any cuts or open wounds will be properly cleaned and covered with a waterproof dressing, ideally by staff who hold first-aid certification. Staff must wear disposable gloves during this process.
- Staff are required to wash their hands or wear plastic disposable gloves in the following situations:
 - Before serving food to children.
 - After assisting children with the toilet.
 - After providing first aid.
 - After wiping children's noses.
 - Before and after changing soiled clothing.
 - After cleaning any spills.
 - When coming into contact with bodily fluids, using disposable gloves.
 - Upon arrival at work and before leaving.

Clean Environment:

- A daily cleaning schedule will cover all play areas, toilets, kitchens, and nappy-changing areas, carried out by staff.
- Cleaning equipment will be regularly checked for cleanliness and suitability.
- All toys and outdoor play equipment will be cleaned daily and inspected for any defects.
- All surfaces will be cleaned daily with appropriate cleaning products, and tables used for eating will be wiped before and after use.
- Rubbish will be safely disposed of to prevent children's access.
- Paper towels will be used in toilet facilities.
- Any spills of bodily fluids will be cleaned up using appropriate clinical waste or bins, with disposable gloves used for cleaning. Contaminated surfaces will be disinfected with suitable cleaning products, and fabrics will be washed in hot water.
- Spare laundered clothing will be available in case of accidents, along with plastic bags for wrapping soiled garments.

Food Hygiene:

- All areas where food or bottles are prepared will be cleaned daily using appropriate disinfectants.
- Fridges and microwaves will be cleaned weekly.
- All staff and children will wash their hands before preparing or eating food.
- Tables will be wiped clean before children eat.
- Staff involved in food preparation will adhere to good hygiene practices, such as using separate chopping boards and properly storing food. Relevant qualifications for staff are encouraged where needed.
- Bottles or milk will not be reheated to avoid bacterial growth.
- Food handling procedures will be monitored and regularly reviewed.
- Bottles, feeding equipment, and dummies will be stored correctly, sterilized before use, cleaned if dropped, and washed thoroughly after use.

Bathroom Facilities:

- Bathroom facilities will be checked and cleaned daily using appropriate disinfectants, and nappy-changing areas will be cleaned after each use.
- Clinical waste, such as disposable nappies and wipes, will be disposed of in bins and managed according to health and safety policies.
- Potties will be cleaned with disinfectant after each use and stored appropriately.
- Staff will ensure children's nappies are changed regularly when attending the setting.

Sickness:

- The setting has a Illness policy outlining guidelines to minimize the spread of infection and illness.
- Parents and carers will be informed about the policy, including when to notify the setting of an illness or keep a child at home.
- The policy specifies exclusion periods for sick or infectious children. Documentation on exclusion periods is available upon request.

This policy was adopted by	Teddy Bears Childcare
Policy Created	2510/2024
Last Reviewed	19/09/2025
Name and role of signatory	Leahna Carmichael (DSL)



Illness Policy

At Teddy Bears Childcare, the health, safety, and wellbeing of all children, staff, and families are our highest priority. This policy sets out how we manage illness to reduce the spread of infection while ensuring children receive the best possible care.

General Principles

- Children who are unwell should remain at home to rest and recover.
- We ask parents/carers to inform the nursery as soon as possible if their child is absent due to illness.
- We follow guidance from the NHS and Public Health (or local health authority) on exclusion periods for common illnesses.
- Staff will monitor children closely during the day. If a child becomes unwell while at nursery, parents/carers will be contacted to collect them promptly.

When Children Must Stay at Home

Children should not attend nursery if they have:

- A temperature of 38°C (100.4°F) or higher.
- Vomiting or diarrhoea (must stay home for at least **48 hours** after the last episode).
- A contagious illness (e.g. chickenpox, measles, impetigo, conjunctivitis, headlice, pink eye, hand-foot-and-mouth disease).
- An undiagnosed rash or skin condition until cleared by a doctor.
- Severe cold, persistent cough, or flu-like symptoms.
- Any illness requiring antibiotics (children may return **24-48 hours after the first dose**, depending on GP advice).

Exclusion Periods (Guidelines)

- **Chickenpox** – until all spots have scabbed over (usually 5–7 days).
- **Measles** – 4 days from onset of rash.
- **Whooping cough** – 5 days after starting antibiotics.
- **Conjunctivitis** – until treated and no longer contagious.
- **Head lice** – children may return once treated.
- **Hand, Foot and Mouth** - should remain at home for the initial 5 days following the onset of symptoms, in accordance with infection control guidance, as this is the period of highest contagiousness.
- **Impetigo** - Until lesions are crusted over or healed, or 24 hours after starting appropriate antibiotic treatment (whichever comes first). **Administering Medication**

- We can only give prescribed medication when we have written parental consent, usually provided through our family app.
- All medication must be in its original packaging, clearly labelled with your child's name and the correct dosage instructions.
- Over-the-counter medicines (such as paracetamol) may be given if absolutely necessary, but only with written consent via our family app. If your child needs paracetamol more than once in a day, we will ask you to come and collect them.
- For health and safety reasons, we are unable to clean children's eyes in cases of conjunctivitis, as this may cause further discomfort and increase the risk of infection spreading.

Emergency Procedures

If a child becomes seriously unwell:

- Staff will administer first aid if needed.
- Parents/carers will be contacted immediately.
- Emergency services will be called if necessary.

This policy was adopted by	Teddy Bears Childcare
Policy Created	28/11/2024
Last Reviewed	06/11/2025
Name and role of signatory	Leahna Carmichael (DSL)



Late Payment of Fees Policy

Whilst we love working as a registered childcare on domestic setting, it is our chosen career. We work to earn a living and require a regular income to provide for our families, pay bills and meet expenses. We would be most grateful if you could be prompt at paying your monthly fees.

If payment has not been received within two days of the due date, we will politely remind you what is due. If after Five days payment has still not been received, we reserve the right to charge a 'Late Payment Fee' which will be £20.00 as outlined in our contract. If outstanding fees have still not been received following these reminders, we reserve the right to cease minding your child with immediate effect and seek legal advice from our insurance company and the Small Claims Court. At this point your child's place will not be secure and we are within our rights to open it up to another child.

We understand that from time-to-time unforeseen circumstances may arise that adds financial pressure to a family. If for whatever reason you are struggling to make payments, please feel free to talk with management in confidence. We may be able to come to an arrangement in the short term until your financial position improves.

Remember that you may be entitled to help with childcare costs through the benefits system, Proud to care, Funding or tax-free childcare system.

Should you have any queries regarding this policy, please do not hesitate to discuss them with management.

This policy was adopted by	Teddy Bears Childcare
Policy Created	28/11/2017
Last Reviewed	14/11/2024
Name and role of signatory	Leahna Welch (Deputy Manager)



Learning & Play Policy

At Teddy Bears, we are committed to creating a nurturing and engaging environment where every child can thrive. We greatly value the essential support and involvement of parents, caregivers, and the broader community, as these contributions enrich each child's journey and help them reach their full potential.

Our approach fosters respect for cultural diversity and integrates anti-bias and equal opportunity principles across our planning, activities, and attitudes toward learning and play.

Our Goals

- To offer a balanced and inclusive curriculum that promotes growth in all areas of a child's development.
- To design an engaging environment guided by the Early Years Foundation Stage (EYFS) Framework.
- To empower each child to gain self-esteem, skills, knowledge, and confidence as they prepare for the next steps in their learning journey, whether continuing in early years care or transitioning to school.
- To nurture children's self-esteem and independence as lifelong learners.
- To uphold principles of equality, inclusion, and anti-bias practices in every aspect of our programming.
- To build strong partnerships with parents and caregivers, fostering consistency and continuity in care and education for each child.
- To provide a safe, secure, and enriching space where children can learn and explore, supported by experienced practitioners.
-

The Early Years Foundation Stage (EYFS)

The EYFS defines the foundational years of a child's development, from birth to age five, preparing them for school and lifelong learning. At Teddy Bears, we support this growth through seven key areas of development, designed to cater to each child's unique needs.

The Three Prime Areas serve as essential foundations:

1. **Communication and Language**
2. **Physical Development**
3. **Personal, Social, and Emotional Development**

Building on these, **Four Specific Areas** help broaden a child's learning:

1. **Literacy**
2. **Mathematics**
3. **Understanding the World**
4. **Expressive Arts and Design**

Activities are tailored to support each child's individual needs, allowing them to flourish in a safe, inclusive environment.

Effective Learning Characteristics

Children in the EYFS benefit from play and exploration, active engagement, and critical thinking, supported both indoors and outdoors.

- **Playing and Exploring:** Encouraging curiosity and hands-on experiences.
- **Active Learning:** Supporting perseverance and enjoyment in accomplishments.
- **Creating and Thinking Critically:** Fostering independent ideas, connections, and problem-solving skills.
- **Partnership with Parents and Caregivers**

Recognizing parents and caregivers as a child's first teachers, we build a collaborative partnership that benefits from shared insights into each child's experiences, skills, and interests.

Child-Initiated Learning

At Teddy Bears, we embrace a "in-the-moment" approach, which encourages child-initiated play to capitalize on moments of engagement. Our practitioners closely observe each child to identify and build on these teachable moments. Activities and educational experiences are adapted to each child's natural curiosity and pace within a flexible framework.

Importance of Play

Play is fundamental to young children's learning. Through hands-on experiences, children experiment, gain knowledge, and develop new skills. Activities, resources, and flexible plans support this spontaneous learning, guided by the children's interests and needs.

Our Environment

Teddy Bears provides a safe, welcoming, and vibrant space, with rotating displays and activities that reflect the children's needs and interests. Weekly updates to our continuous provision ensure the environment remains engaging and suited to each child's growth.

Outdoor Play

Outdoor play is essential to children's physical and cognitive development. Our outdoor space is available year-round, offering safe, flexible resources that encourage imagination, problem-solving, and physical activity.

Supporting Children with Special Educational Needs

We recognize that children develop at individual rates and that some may require additional support. In collaboration with the Early Years inclusion team and parents, we identify and address any concerns swiftly, providing tailored support to each child. Regular monitoring and open communication with families enable us to respond promptly and effectively to each child's needs.

This policy was adopted by	Teddy Bears Childcare
Policy Created	31/10/2024
Last Reviewed	24/09/2025
Name and role of signatory	Leahna Carmichael (DSL)



Lost Child Policy

At all times, the safety of children in our care is our highest priority, both on and off the premises.

We have implemented comprehensive systems and procedures as an integral part of staff training to ensure children remain safe and supervised, reducing the risk of any child going missing. By following our Early Years Centre policies and procedures, the chances of a child being lost are extremely low. To maintain children's security while in our care, we:

- Ensure vigilant supervision of all children at all times.
- Adhere to appropriate staff-to-child ratios consistently.
- Monitor children's movement in and out of the building, taking a sign-in/out sheet and emergency contact information on outings and even to the garden.
- Supervise all visitors while they are on nursery premises.
- Conduct twice-daily risk assessments in each area where children play.
- Complete risk assessments before any planned outings.

In the rare case that a child becomes separated from the group, careful planning and teamwork among staff minimize the risk. If, however, a child is found to be unaccounted for, we will follow these procedures:

If a Child Goes Missing on Nursery Premises:

1. A designated staff member will conduct a thorough search of the nursery and surrounding areas.
2. The management team will be informed, and additional help will be called to assist with the search.
3. All nursery areas, including the garden and nearby spaces, will be checked with as many volunteers as possible.
4. The sign-in sheet will be reviewed to ensure all other children are accounted for and confirm whether the child was collected.
5. All doors and gates will be checked to ensure no breaches in security.
6. If the child is not located after a thorough search, the police will be called, and the child's parents will be notified immediately.

If a Child Goes Missing During an Outing:

1. Staff will immediately conduct a headcount, ensuring all other children are accounted for.
2. A designated staff member will search the immediate area.
3. Emergency services will be called at 999 with details of the child, the location, and relevant information, including any medical needs.
4. The management will be informed and, if necessary, the venue (e.g., shop, library, museum).
5. The manager or deputies will go directly to the outing location.
6. The management team will contact the child's parents and keep them updated on the situation.
7. Once the management team arrives, other children will be safely returned to the nursery.
8. The responsible staff member will remain to meet police or emergency services.
9. A full written record of events will be documented.
10. Ofsted will be notified of the incident.

Investigation

In the event of a missing child, a complete investigation will be conducted, including:

- The management team meeting with the parents.
- A management review gathering written statements from all involved staff.
- An incident report including:
 - Date and time of the incident
 - Details of staff and children present
 - The timeline of when the child was last seen
 - A summary of events leading up to the incident
 - An assessment of how the security breach occurred
- Notification of the nursery's insurance provider.

Managing the Incident

Missing child incidents are deeply concerning for all involved. During the response, we aim to maintain calm. Staff involved may feel anxious or distressed; therefore, the nursery manager will provide reassurance and support.

Parents are likely to feel distressed and may express frustration or anger. Although these feelings are understandable, aggressive behaviour toward staff will not be tolerated, and security may be called if necessary.

It's also crucial to address the needs of other children present. Staff will focus on keeping the environment calm, answer questions honestly, and provide reassurance without discussing the incident in front of them.

This policy was adopted by	Teddy Bears Childcare
Policy Created	31/10/2024
Last Reviewed	24/09/2025
Name and role of signatory	Leahna Carmichael (DSL)



Mobile Phones, Cameras and Photographs Policy

Use of mobile phones and cameras and other electronic devices with imaging and sharing capabilities used in the setting.

Use of mobile phones and cameras and other electronic devices with imaging and sharing capabilities are used to take photographs/videos of the children during their time in the provision. These photographs/videos are used to update children's progress and are shared with the child's parents. Relevant permissions are obtained from parents that specify what the images can be used for.

When signing up with Teddy Bears Childcare, on our family app we require you to complete which has a permissions section. We understand that some parents are concerned about photographs being taken of their children and for this reason we will require you to complete the permissions in order that we comply fully with your wishes.

Photographs/videos taken on digital devices are used for specific purposes and then deleted. Photographs/videos on our Family app are used in accordance with the apps security measures, our privacy policy and shared with the child's parents only.

In line with the GDPR and Data Protection Act (2018) images will only be used for agreed purposes and no images will be stored for any longer than necessary. Cameras will be stored securely on the premises. All other electronic devices used to take images or store photos (e.g. tablet or computer) will be password protected.

No images are taken on a mobile phone or any staff member's personal devise under any circumstances. No images will be transferred to any staff member's personal electronic device or computer.

We will never take photographs of the children while they are undressed, wearing swimming costumes or having their nappy changed etc.

No personal mobile phones are used on the premises at any time, either by staff, parents, or visitors. All personal mobile phones must be stored .

Disciplinary procedures will be taken against any member of staff who fails to comply with the above.

Visitors to the provision are not permitted to take photographs of the children in our care, unless previously agreed with the parents.

The provision is registered with the Information Commissioner's Office (ICO). Please see <http://www.ico.org.uk> for further information.

Online Safety

Our setting will ensure that appropriate filters and monitoring systems in place on all digital appliances to protect learners from harmful online material.

Online safety information and resources will be shared with staff and parents and updated regularly to ensure that information is current and relevant to emerging themes. Please see our E-Safety Policy for further information.

This policy was adopted by	Teddy Bears Childcare
Policy Created	28/11/2017
Last Reviewed	24/09/2025
Name and role of signatory	Leahna Welch (DSL)



Multiple Contact Policy

The safety and wellbeing of children in our care is our highest priority. This policy ensures that each child has more than one reliable emergency contact, so that we can always reach a responsible adult if needed.

Requirements

- Parents/carers must provide **at least two emergency contacts** for each child.
- Contact details should include full name, relationship to the child, telephone number(s).
- At least one contact must be available to collect the child at short notice in case of illness, injury, or emergency.
- Contacts must be over 18 years old and authorised by the parent/carer to collect the child.

Responsibilities of Parents/Carers

- To provide up-to-date contact information for all named contacts.
- To notify the nursery immediately of any changes (e.g., new phone number, change of authorised person).
- To ensure all emergency contacts are aware they have been listed and understand their responsibility.

Teddy Bears Childcare Responsibilities

- We will keep all contact information securely, in line with data protection requirements.
- Staff will only release children to authorised contacts listed on the child's records.
- In the event that the first contact cannot be reached, staff will move to the next named contact.
- If no contacts are available, and there is an urgent safeguarding concern, the nursery will follow safeguarding procedures.

Safeguarding & Confidentiality

- Contact information will be treated as confidential and only accessed by authorised staff.
- If a contact arrives to collect a child and staff are unsure of their identity, they will request photo ID before releasing the child.

This policy was adopted by	Teddy Bears Childcare
Policy Created	28/11/2017
Last Reviewed	24/09/2025
Name and role of signatory	Leahna Carmichael (DSL)



Nappy and Toilet Training Policy

At Teddy Bears, we strive to include every child in our nursery, recognizing that each one arrives at different stages of development, and some may still require nappies or trainer pants. Children aged 24 to 30 months will have their nappies changed as needed. We collaborate closely with parents on toilet training, except in cases where medical or developmental reasons suggest otherwise.

As a general guideline, children from 30 months onwards are encouraged to begin wearing underwear and, with parental support and agreement, start toilet training. However, this is only a guideline, and we tailor our approach to each child, initiating toilet training when they show signs of readiness, in consultation with parents and staff. By 36 months, children are expected to be fully toilet trained and wearing underwear.

If a child at this stage requires additional support, we will:

- Consult with parents to create a support plan,
- Implement positive strategies and meaningful incentives to aid the child's toilet training, and
- Regularly review progress with the parent, Key Worker, and the Management team.

Toilet training is considered a self-care skill that children can achieve with compassionate, non-judgmental support from both parents and staff.

Aim

Our goal is to carry out nappy/trainer pant changing and toilet training with sensitivity, hygiene, and minimal distress to the child, following a collaborative plan with parents. Staff use positive reinforcement to support toilet training, celebrating successes and minimizing focus on accidents.

Parents are asked to supply nappies, trainer pants, wipes, and nappy cream.

Nappy Changing Procedure

1. Escort the child to the changing area.
2. Gather all necessary supplies before beginning.
3. Wear disposable gloves and apron.
4. Change the nappy, clean the child, and apply cream if required using the child's labelled supplies.
5. Dispose of all waste (nappy, wipes, gloves, apron) in the nappy disposal bin.
6. Dress the child and assist them from the changing table.
7. Help the child wash their hands using antibacterial soap and dry with paper towels.

8. Escort the child back to the playroom.
9. Record the nappy change details on the family app.
10. Clean the nappy changing mat with antibacterial wipes.

Toilet Training Procedure

1. Key Worker escorts the child to the toilet at regular intervals.
2. Offer praise and encouragement.
3. Use disposable gloves when assisting the child.
4. Encourage the child to wash hands afterward.
5. Staff member washes their hands as well.
6. Provide a sticker for the child.

Accidents

1. Approach accidents calmly, without disapproval or fuss.
2. Wear disposable gloves to handle soiled clothing and place in a hygiene bag.
3. Change gloves, clean the child, then put on clean clothes.
4. Place the hygiene bag on the child's peg to go home.
5. Notify parents of the accident when they arrive.

Our approach to toileting and hygiene is respectful and supportive, fostering each child's confidence and independence with care and understanding.

This policy was adopted by	Teddy Bears Childcare
Policy Created	31/10/2024
Last Reviewed	24/09/2025
Name and role of signatory	Leahna Carmichael (DSL)

No Smoking and Vaping Policy

Teddy Bears Childcare is committed to providing a safe, healthy, and smoke-free environment for all children, staff, parents, and visitors. Exposure to smoke and vaping fumes is harmful, especially for young children, and therefore smoking and vaping are not permitted in or around the nursery premises.

This policy applies to:

- All staff, students, and volunteers
- Parents, carers, and visitors
- Contractors or any other individuals on nursery grounds
-

Policy Statement

- Smoking and vaping are **strictly prohibited** inside the nursery building, outdoor play areas, car parks, entrances, and anywhere children, families, or staff may be present.
- Staff, parents, or visitors must not smoke or vape while supervising or collecting children.
- Staff must not smell of smoke or vaping fumes when working directly with children.
- E-cigarettes and vaping devices are treated the same as tobacco products and are not allowed on nursery grounds.

Staff Responsibilities

- Staff must model healthy behaviour and avoid smoking or vaping in view of children, families, or the public when wearing nursery uniform or ID.
- Any breaches of this policy by staff will be addressed through the nursery's disciplinary procedures.

Parents and Visitors

- Parents, carers, and visitors are asked to support our policy by refraining from smoking or vaping on or near the nursery premises.
- Anyone found smoking or vaping on site will be asked to stop immediately or leave the premises.

This policy was adopted by	Teddy Bears Childcare
Policy Created	7/11/2024
Last Reviewed	24/09/2025
Name and role of signatory	Leahna Carmichael (DSL)



Outings Policy

We believe it is important to take children on outings to support their development and to learn about the world around them. It is essential that the correct planning is done to ensure the safety and welfare of all children involved.

We have the following procedures in place:

- When signing with Teddy Bears Childcare, we ask you to complete a permissions form. This states whether you give permission for your child to go out on outings whilst in our care.
- We do a risk assessment for each place that we choose to take the children and where possible visit myself beforehand to ensure that the setting is safe and suitable for the children. This also allows us to assess what facilities are there (nappy changing, toilets etc), how we are going to get the children to and from the location safely and how we will manage them when we are there.
- We ensure that we take everything with us that we may need, for example, a first aid kit, nappies and changing bag, spare clothes, mobile phone, drinks, and a snack.
- We will ensure that we have the necessary equipment and resources to keep them safe including pushchairs and harnesses.
- If travelling in the car we will ensure each child is securely strapped into their car seat and that the maximum number of passengers for the car is never exceeded. We will also do a quick safety check before departing, checking door locks, loose objects in the car etc. We will also ensure the car has sufficient fuel for the journey. We service our car's regularly, and it has a current MOT certificate. Our cars are also insured for childminding purposes.
- We will never leave your child unattended when on an outing.
- In the event of an emergency, we will have a mobile phone with us which has the Family app on, this is what provides information about the child (their name and an emergency contact name and number) we also carry a card that explains I am a registered Childminder.

If you have any concerns about the above policy, please feel free to discuss them with the management team.

This policy was adopted by	Teddy Bears Childcare
Policy Created	28/11/2017
Last Reviewed	24/09/2025
Name and role of signatory	Leahna Carmichael (DSL)



Packed Lunch Guidance Policy

This policy offers clear guidance to parents and carers who choose to provide a packed lunch instead of nursery-cooked dinners. It details the recommended contents and procedures for managing packed lunches, ensuring that every child receives a healthy, balanced, and safe meal during their time at nursery.

Aims

- To promote healthy eating habits from an early age.
- To ensure that all children have nutritious meals that support growth and development.
- To reduce the risk of allergic reactions, choking hazards, and foodborne illnesses.
- To maintain a positive and inclusive mealtime environment.

Responsibilities

- Parents/carers are responsible for providing a packed lunch that meets this guidance.
- Nursery staff are responsible for ensuring that children's lunches are stored safely and for supporting children during mealtimes.
- The nursery is responsible for communicating updates about this policy and any allergy alerts.

Packed Lunch Requirements

Parents/carers are encouraged to provide a balanced meal that includes:

- 1 portion of protein: e.g. chicken, fish, eggs, beans, lentils, tofu, or cheese.
- 1 portion of carbohydrates: e.g. wholemeal bread, pasta, rice, wraps, or crackers.
- 1-2 portions of fruit and/or vegetables.
- 1 portion of dairy or dairy alternative: e.g. yoghurt, cheese, or milk-based product.
- Water is provided by the nursery; please do not send fizzy or sugary drinks.

Foods to Avoid

To promote health and safety, please do not include the following items in packed lunches:

- Sweets, chocolate bars, or confectionery.
- Fizzy or energy drinks.
- Nuts or nut products (including peanut butter) due to allergy risks.
- Whole grapes, cherry tomatoes, or similar foods unless cut in half lengthways (to prevent choking).
- Foods that require reheating.
- Takeaway or fast food items.

Food Storage and Safety

- All packed lunches should be provided in a clearly labelled, sealed lunch box or bag.
- Perishable items should be packed with an ice pack during warmer weather to maintain freshness.
- Staff will store lunches in a cool area until lunchtime but cannot refrigerate individual boxes.
- The nursery cannot heat or reheat food for safety reasons.

Allergies and Dietary Needs

- Parents/carers must inform the nursery of any food allergies, intolerances, or dietary requirements.
- We operate a nut-free setting at all times.
- Staff will supervise children during mealtimes to ensure food is not shared between children.

Celebrations and Special Occasions

- Occasionally, the nursery may celebrate special events with shared snacks or treats.
- Parents will be notified in advance and may choose to opt out if their child has dietary restrictions.
- All shared foods must be store-bought and labelled to check for allergens.

Promoting Healthy Eating

The nursery will:

- Encourage children to try a variety of healthy foods.
- Model good eating habits by eating healthy snacks with the children.
- Provide feedback to parents if their child consistently struggles with their lunch (e.g. portion size, uneaten items).

This guidance will be reviewed annually or when health or safety guidance changes.

This policy was adopted by	Teddy Bears Childcare
Policy Created	31/09/2025
Last Reviewed	31/09/2025
Name and role of signatory	Leahna Carmichael (DSL)



Pet Policy

We love animals and believe that they can bring joy and valuable learning experiences for children. Our resident pet, Bailey a well-trained, friendly Cavapoo loves being around kids and is comfortable in their company. We believe that interacting with animals can teach children responsibility, compassion, and respect. To ensure a safe and hygienic environment, we have implemented the following procedures:

- **Handwashing:** After any contact with Bailey or other animals, children wash their hands. We explain why this is important and encourage good hygiene.
- **Respectful Interaction:** We teach children the right way to approach and treat animals, encouraging them to be gentle and respectful.
- **Safety with Animals:** We discuss with children that not all animals are friendly and that they should always ask an animal's owner before petting or handling.
- **Secured Animal Supplies:** All pet food and supplies are stored in a locked cupboard to prevent access by children.
- **Feeding Area:** Bailey is fed in the kitchen, away from play areas, and his food and water bowls are kept out of reach.
- **Pet Care:** We ensure Bailey is kept clean, healthy, and free from pests to maintain a safe environment.
- **Clean Play Areas:** Our garden has a designated play area for children, separate from Bailey's, to keep their play space clean and free from pet waste.

If you have any questions about our pet policy or Bailey's role in our nursery, please don't hesitate to reach out!

This policy was adopted by	Teddy Bears Childcare
Policy Created	7/11/2024
Last Reviewed	24/09/2025
Name and role of signatory	Leahna Carmichael (DSL)



Physical Contact Policy

In our nursery, we recognise the importance of appropriate physical contact as part of providing a safe, nurturing, and supportive environment for young children. Positive physical contact can be reassuring, comforting, and help foster secure relationships. However, we approach physical contact carefully to respect each child's personal boundaries and to ensure their safety and well-being. Our guidelines are as follows:

- **Comfort and Reassurance:** We may offer hugs, pats on the back, or handholding to provide comfort or reassurance, especially when children are feeling upset or need extra support. Staff are trained to recognize when a child seeks comfort and when they prefer personal space.
- **Personal Boundaries:** We respect each child's personal space and only engage in physical contact when it's welcomed or necessary for their safety, such as during accidents, first aid, or guidance in activities.
- **Hygiene and Care Tasks:** When physical contact is necessary for care tasks—like nappy changes, assisting with dressing, or helping with hand-washing—staff follow strict hygiene protocols and always treat children with respect, maintaining privacy and dignity.
- **Safe Play and Interaction:** Physical contact during play is kept gentle and non-intrusive. We encourage positive, respectful interactions between children and gently guide them in how to express affection appropriately.
- **Training and Awareness:** All staff members are trained in safeguarding and child protection to ensure physical contact is appropriate and beneficial for the child's emotional and physical well-being.

Our goal is to provide a warm and secure environment where children feel valued, respected, and comfortable. If you have any questions about our approach to physical contact. Please feel free to discuss them with us.

This policy was adopted by	Teddy Bears Childcare
Policy Created	7/11/2024
Last Reviewed	24/09/2025
Name and role of signatory	Leahna Carmichael (DSL)



Potty Training Policy

At Teddy Bears Childcare, we are committed to supporting children through all stages of their development in a calm, consistent, and nurturing environment. Potty training is an important milestone, and we aim to work in partnership with parents and carers to ensure the process is positive and supportive for each child.

Partnership with Parents and Carers

- Potty training is most effective when routines at home and in the setting are consistent.
- Staff will communicate regularly with parents to agree on the child's readiness, the approach being used, and any strategies that will help ensure continuity between home and nursery.
- Parents and carers are asked to provide several changes of clothing, underwear, nappies and wipes during this period.

Child-Led and Supportive Approach

- Each child's readiness will be considered on an individual basis.
- Staff will look for signs such as showing interest in using the potty or toilet, communicating the need to go, and staying dry for longer periods.
- Children will be encouraged gently and praised for their efforts to promote confidence and independence.
- Staff will never force or pressure a child to use the potty or toilet.

Hygiene and Safety

- Staff follow the nursery's hygiene procedures, including wearing gloves and using appropriate cleaning and sanitising products.
- Potties and toilet areas are cleaned and disinfected after each use.
- Any soiled clothing will be placed in a sealed bag and returned home at the end of the day.

Consistent Accidents and Wellbeing

If a child is having **frequent or ongoing accidents** throughout the day, the nursery may temporarily return the child to **nappies or pull-ups**.

This decision will always be discussed with parents and made in the best interests of the child.

- This measure helps to **reduce stress and discomfort** for the child.
- It also helps to **maintain hygiene** within the setting and avoid distress to other children who may come into contact with soiled or wet areas.
- It ensures staff can maintain a **clean and safe environment** for all children. Once the child shows further signs of readiness, staff will work with parents to resume potty training at an appropriate pace.
- Repeated accidents can sometimes cause other children to become upset or reluctant to play alongside the child involved, which can affect social interactions and peer relationships.

Communication and Review

- Staff will provide daily feedback on each child's progress, including successes and any challenges.
- Regular communication between home and nursery will ensure consistency and support for the child.
- This policy will be reviewed annually, or sooner if guidance or best practice changes.

This policy was adopted by	Teddy Bears Childcare
Policy Created	05/11/2025
Last Reviewed	05/11/2025
Name and role of signatory	Leahna Carmichael (DSL)

Prices and Opt-Outs

As a childcare provider we are pleased to offer **Government Funded Early Education and Childcare** hours for eligible children.

- We do **not charge any top-up fees** for funded hours.
- Funded hours can be used during our standard opening times, subject to availability.

Hourly Rates (Non-Funded Hours)

Age Group	Hourly Rate	Notes
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Under 5 years	£5.75 per hour	Applies to all hours not covered by government funding.
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Over 5 years	£5.50 per hour	Applies to all hours not covered by government funding.
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These rates cover full childcare provision, learning activities, and all standard snacks.

Meals and Snacks

Meal / Service	Charge	Opt-Out Option	Notes
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Lunch	£3.00 per day	Parents may choose to provide a packed lunch	If providing your own, please refer to our Packed Lunch Policy for guidance on healthy and safe food choices.
Evening Light Snack	£1.25 per day	Parents may choose to provide a packed evening snack	

Meal / Service	Charge	Opt-Out Option	Notes
Morning and Afternoon Snacks	Included	Not applicable	A variety of nutritious snacks are included at no additional cost.

Opt-Out Policy for Meals

Parents have the right to opt out of our provided lunch service if they prefer to supply their own packed lunch.

- If you choose to opt out, please specify on our “all about me form” or alternatively inform us in writing or by email so we can update your child’s records and ensure no lunch charge is applied.
- Packed lunches must follow our **Packed Lunch Policy**, which outlines appropriate and safe food items.
- The £1.25 evening snack charge will apply for all children attending during the snack period, unless stated by yourself that this isn’t required and your own snack is provided for them.

Additional Information

- All meal and snack charges are added to your regular invoice.
- We review fees annually and will notify parents in advance of any changes.
- Government funding covers care and educational provision only; additional food charges are optional and transparent.

This policy was adopted by	Teddy Bears Childcare
Policy Created	3/11/2025
Last Reviewed	3/11/2025
Name and role of signatory	Melissa Simpson (Manager)



Promoting British Values Policy

As an Ofsted registered childcare setting, we have a duty to promote British Values as part of the Early Years curriculum and as required by the Prevent Duty which came into force in July 2015 and later updated in April 2021. The Prevent Duty requires all childcare providers to understand the risk of radicalisation and know who to contact if there are concerns that a child is being drawn into terrorism or radicalised.

In our nursery, we are dedicated to promoting fundamental British values in a way that is meaningful and accessible to young children. These values **Democracy, Rule of Law, Individual Liberty, Mutual Respect, and Tolerance of Different Faiths and Beliefs** are integrated into our daily activities and interactions to help children grow into respectful, confident, and inclusive individuals. Our approach includes:

- **Democracy:** We encourage children to make choices and have a voice in our nursery environment, such as selecting activities, choosing stories, or sharing ideas during group discussions. This helps children learn that their opinions matter and introduces the concept of decision-making.
- **Rule of Law:** We help children understand the importance of rules and routines to keep everyone safe and happy. Through gentle guidance, we teach children about boundaries, fairness, and respecting shared spaces and resources.
- **Individual Liberty:** We support each child's right to express themselves freely and develop a sense of self-confidence. Children are encouraged to explore their interests and express their individuality, fostering a secure environment where they feel safe to be themselves.
- **Mutual Respect:** We promote kindness, listening, and respect for each other's feelings and belongings. By modelling positive behaviours, we teach children how to work together, resolve conflicts, and build friendships based on empathy and understanding.
- **Tolerance of Different Faiths and Beliefs:** We celebrate cultural diversity by exploring different festivals, traditions, and beliefs. Through stories, activities, and discussions, we foster an appreciation for diversity and help children understand and respect differences in others.

By embedding these values into our curriculum and interactions, we aim to create a positive, inclusive environment where every child feels valued and prepared for their future role in society. If you have any questions about our British Values approach, please feel free to reach out!

This policy was adopted by	Teddy Bears Childcare
Policy Created	7/11/2024
Last Reviewed	24/09/2025
Name and role of signatory	Leahna Carmichael (DSL)



Safer Recruitment Policy

Teddy Bears Childcare is committed to safeguarding and promoting the welfare of all children in our care. We expect all staff, volunteers, and contractors to share this commitment. This policy outlines the safer recruitment practices we follow to ensure that individuals who pose a risk to children are prevented from working with them.

Aims

- To ensure recruitment processes are fair, consistent, and transparent.
- To deter, reject, or identify people who are unsuitable to work with children.
- To maintain compliance with statutory safeguarding requirements, including the Children Act 1989 and 2004, EYFS Statutory Framework, and Keeping Children Safe in Education (KCSIE) guidance.

Recruitment and Selection Procedures

Advertising Vacancies

- All adverts will include a clear statement of our safeguarding commitment.
- Job descriptions and person specifications will detail safeguarding responsibilities.

Application Process

- All applicants must complete a full application form; CVs alone will not be accepted.
- Applicants must declare gaps in employment and provide explanations.

Shortlisting

- Shortlisting will be carried out by at least two members of staff.
- Any anomalies, employment gaps, or safeguarding concerns will be explored during the interview.

Interviews

- Interviews will include at least one question that assesses safeguarding knowledge and commitment.
- Identity will be verified at interview (e.g., photo ID, right-to-work checks).

Pre-Employment Checks

Before an offer of employment is confirmed, the following checks will be completed:

- Enhanced DBS check with barred list information.
- Two references, one from the most recent employer, both references verified by telephone.

- Proof of qualifications.
- Right to work in the UK.
- Health declaration to ensure fitness to work with children.

Induction and Probation

- New staff will receive a full induction, including safeguarding training and code of conduct.
- All appointments will be subject to a probationary period (3 months).

Ongoing Safeguarding Measures

- Annual safeguarding training for all staff.
- Regular supervision and performance monitoring.
- Renewed DBS checks every three years (or through the DBS update service).

Volunteers, Students, and Agency Staff

- Volunteers and students will not have unsupervised access to children.
- Agency staff will be subject to the same safer recruitment checks, verified with their agency.

Record Keeping

- A Single Central Record (SCR) will be maintained of all staff, volunteers, and agency workers, evidencing the checks undertaken.

Policy Review

This policy will be reviewed annually, or sooner if statutory guidance changes.

This policy was adopted by	Teddy Bears Childcare
Policy Created	19/08/2025
Last Reviewed	19/08/2025
Name and role of signatory	Leahna Carmichael (DSL)



Special Educational Needs & Disabilities (SEND) Policy

As a registered childcare setting, we follow the requirements of the EYFS and Childcare Register as set by Ofsted. We must also comply with the Equality Act 2010 and the SEND (Special Educational Needs and Disabilities) Code of Practice 2014. We aim to provide an inclusive environment for all children and their families and are aware that some children may have special needs. We must ensure that appropriate action is taken when a child is identified as having special needs. We must promote the welfare and development of the child in partnership with parents and other relevant agencies. We will do this by following the steps as laid out in the Department for Education SEND Code of Practice to ensure every Child receives the best possible care and development support.

Key aspects of our SEND Policy include:

- **Early Identification and Assessment:** We observe and assess children regularly to identify any signs of developmental delay or additional needs. When a potential need is identified, we work with parents/carers and professionals to assess and plan appropriate support.
- **Individualized Support Plans:** For children with identified SEND, we create an individualized support plan (ISP) with specific, achievable goals. These plans are regularly reviewed and updated in partnership with parents/carers, ensuring that support remains relevant and effective.
- **Inclusive Practices:** We adapt our activities, routines, and learning environment to accommodate children's unique needs, ensuring full participation in daily activities. We promote positive attitudes toward diversity and encourage all children to respect each other's differences.
- **Collaboration with Families:** We work closely with families, valuing their insights and involving them in every step of their child's care and development. Our open communication ensures that parents/carers feel supported and informed about their child's progress.
- **Staff Training and Development:** Our staff receive ongoing training in SEND awareness and inclusive teaching strategies. This ensures that we provide knowledgeable, compassionate care for children with diverse needs and create a positive learning environment for everyone.
- **Access to Specialist Services:** When additional support is needed, we work in partnership with local authorities, healthcare providers, and other specialists. We facilitate referrals and help families access external support services that may benefit their child.

Our SEND Policy is designed to support children in building confidence, developing skills, and engaging fully with their peers. If you have any questions about our SEND approach or would like further information, please feel free to reach out.

You may wish to refer to the following documents for further information:

- SEND Code Of Practice: <https://www.gov.uk/government/publications/send-code-of-practice-0-to-25>
- SEND Guide for parents and carers: <https://www.gov.uk/government/publications/send-guide-for-parents-and-carers>

This policy was adopted by	Teddy Bears Childcare
Policy Created	7/11/2024
Last Reviewed	24/09/2025
Name and role of signatory	Leahna Welch (DSL)



Service Evaluation Policy

At our nursery, we are dedicated to providing the highest quality care and education for all children, and continuous improvement is central to our approach. Our **Service Evaluation Policy** outlines how we assess and enhance our practices, ensuring we consistently meet the needs of children, families, and staff. Through regular evaluation, feedback, and reflection, we aim to maintain a nurturing, safe, and engaging environment. Key elements of our Service Evaluation Policy include:

- **Regular Self-Assessment:** Our team conducts self-assessments of the nursery's practices, facilities, and curriculum. This helps us identify areas for improvement and celebrate what we're doing well, allowing us to maintain high standards in all areas.
- **Feedback from Families:** We value feedback from parents and carers as essential to our service improvement. Through surveys, suggestion boxes, and regular conversations, we encourage families to share their thoughts and experiences so we can address any concerns and respond to needs effectively.
- **Staff Reflection and Training:** We promote a culture of reflection among our staff, encouraging them to share insights and ideas for improvement. Regular training and professional development ensure that our team is equipped with the latest knowledge and skills.
- **Observation and Child Assessment:** We closely observe children's engagement, well-being, and progress within our setting. By evaluating our impact on children's development and happiness, we can adjust our approach to better support their individual needs.
- **External Reviews:** Where possible, we welcome external reviews and inspections from childcare authorities and other professional bodies to ensure we align with national standards and best practices.
- **Action Planning:** Based on our evaluations and feedback, we develop actionable plans for any identified improvements. These plans are tracked and reviewed to ensure that positive changes are implemented and maintained over time.

This policy helps us create an environment of continuous growth and improvement, benefiting children, families, and staff alike. If you have any questions or suggestions about our evaluation process, please feel free to discuss them with us.

This policy was adopted by	Teddy Bears Childcare
Policy Created	7/11/2024
Last Reviewed	24/09/2025
Name and role of signatory	Leahna Carmichael (DSL)



Settling-In Policy

We understand that leaving your child with a nursery or childminder for the first time can be challenging. Our goal is to ensure that your child settles comfortably and that you feel confident and happy with the care we provide.

Settling-In Sessions

- **Introduction Sessions:** We organise short settling-in sessions for you and your child before your contracted hours begin. These sessions help us get to know your child, their routines, likes and dislikes, favourite activities, and how to comfort them if they become upset.
- **Meeting Other Children:** Settling-in sessions also give your child the opportunity to meet other children and help us understand your expectations for their care.
- **Recommended Sessions:** We recommend **two sessions of 1.5 hours each**. Parents are welcome to stay with their child during these sessions, gradually reducing their time to help the child adjust to being apart.
- **Flexible Approach:** Some children may need more time to settle, while others adjust quickly but may become unsettled later. We will work with you to provide additional support if required.

Communication During Settling-In

- **Updates:** Many parents find it reassuring to receive a quick message via the **Family app** during the first few weeks to hear how their child is settling.
- **Phone Calls:** Parents are welcome to call, but staff may not always be able to speak at length or answer immediately due to attending to children's personal care. Please leave a message if no one answers, and we will return your call as soon as possible.

Working Together

- Our approach is flexible and responsive to each child's needs.
- We aim to make the transition smooth, supporting both your child and your family.
- Open communication is encouraged; if you have concerns or suggestions about settling-in, please discuss them with us at any time.

This policy was adopted by	Teddy Bears Childcare
Policy Created	28/11/2017
Last Reviewed	24/09/2025
Name and role of signatory	Leahna Carmichael (DSL)



Social Media Policy

Social media is now one of the most popular forms of communication and used correctly it can be a very effective way of sharing news and information. There are however many risks associated with using social media including:

- Accidentally sharing personal / financial information
- Encountering illegal, harmful, or inappropriate images or other content.
- Being exposed to harassment and bullying
- Being vulnerable to online grooming and paedophiles.

As a registered childcare setting, we must take serious consideration of these risks when using social media either for our own personal use or for that of our childcare business.

Teddy Bears Childcare has a Facebook page which we use to advertise our setting. We post general news about the business, any vacancies we may have and upload images of activities that the children have been involved in or things that they have made. We also use the page to share local and international childcare news and share tips and advice on subjects relevant to bringing up children such as potty training, weaning and behavioural problems. We do not post personal information about children, or their families and we do not upload photographs of children unless we have received specific permission from parents to do so.

We use the Family app to upload observations, record what the children have eaten, if they have napped and how long for, any accidents or incidents, medication etc. This also acts as a platform to show parents the children's activities throughout the day.

We will never post pictures of minded children, share, or discuss personal information about them or their families on any social networking site or group.

For the safety of all children in our care, we do not allow children access to social networking sites whilst in our care. Further details of how we keep children safe whilst online is detailed in our Internet Safety Policy.

If you have any questions or concerns regarding this policy, please do not hesitate to discuss them with the management team.

This policy was adopted by	Teddy Bears Childcare
Policy Created	28/11/2017
Last Reviewed	24/09/2025
Name and role of signatory	Leahna Carmichael (DSL)



Sun Protection Policy

Your child's safety and health are our top priorities and protecting them from the harmful effects of the sun is essential. Our nursery Sun Protection Policy outlines measures to keep children safe during outdoor activities, especially on sunny days. Here's how we work together to create a sun-safe environment for your child.

1. Protective Clothing and Hats

- Dress Code for Sunny Days:** We ask that children come dressed in lightweight, long-sleeved tops and long pants or skirts to cover their skin as much as possible.
- Hats:** Please provide a wide-brimmed or legionnaire-style hat (covering the face, neck, and ears) for your child to wear outside. These hats offer better protection than baseball caps.
- Footwear and Accessories:** Sunglasses with UV protection are encouraged, and comfortable, sun-safe shoes are best for outdoor play.

2. Sunscreen Application

- Before Nursery:** Please apply a generous layer of sunscreen (SPF 30+) to your child's exposed skin before they arrive at the nursery each day.
- During Nursery:** With your permission, staff will reapply sunscreen to your child during the day, particularly if outdoor activities are extended or after activities like water play.
- Sensitive Skin:** If your child has specific sunscreen needs, please send a labelled bottle of their personal sunscreen for our staff to use.

3. Outdoor Play and Shade

- Scheduled Outdoor Times:** We plan outdoor activities whenever possible to avoid the strongest sun.
- Shade Areas:** We have shaded areas on our playground and use umbrellas and canopies to reduce sun exposure. We encourage children to play in shaded areas when possible.

4. Staff Role Modelling and Supervision

- Our staff sets a good example by following the same sun protection guidelines, such as wearing hats, protective clothing, and sunscreen. Staff will also monitor children's sun safety and help them apply sunscreen or wear hats as needed.

5. Communication and Reminders

- Updates:** We'll keep you informed through newsletters, posters, and reminders about upcoming high UV days or special events.
- Your Support:** Working together is essential, so please remind your child about sun safety, especially the importance of wearing their hat and staying in shaded areas.

By following these simple guidelines, we can help keep your child safe and comfortable while enjoying outdoor activities. If you have any questions or concerns, please feel free to reach out to our team.

This policy was adopted by	Teddy Bears Childcare
Policy Created	7/11/2024
Last Reviewed	24/09/2025
Name and role of signatory	Leahna Carmichael (DSL)



Use, Storage, and Administration of Medicine Policy

This policy ensures the safe use, storage, and administration of medicines in the nursery, protecting the health and wellbeing of all children while maintaining compliance with safeguarding and health and safety regulations.

This policy applies to:

- All nursery staff, volunteers, and students
- Children attending the nursery
- Parents and carers providing medication

Principles

- Children's safety is paramount.
- Medicines will only be administered with **written parental consent**. (On the family app)
- Staff administering medicines will be appropriately trained and follow clear procedures.
- Medicines will be stored safely and securely at all times.

Administering Medicines

- **Prescribed Medicines:** Can only be given when written consent from a parent/carer is provided.
- **Non-Prescribed Medicines (e.g., paracetamol):** May be given if **absolutely necessary** and only with prior written consent (On the family app). If repeated doses are required, parents will be asked to collect their child.
- **Documentation:** All administration of medicine will be recorded, including date, time, dose, and the staff member administering it. Parents will be informed at the end of the day.
- Staff will **never force a child to take medicine.**

Storage of Medicines

- All medicines must be in their **original container**, clearly labelled with the child's name and dosage instructions.
- Medicines requiring refrigeration will be stored in a secure, clearly labelled fridge.
- Medicines will be kept out of reach of children at all times.
- Expired medicines will be returned to parents or disposed of safely.

Parents' Responsibilities

- Provide accurate, up-to-date information about their child's medical needs.
- Supply medicine in its **original packaging** with clear instructions.

- Complete the nursery's **medication consent form**.
- Notify staff if their child's medication or dosage changes.

Staff Training

- Staff responsible for administering medicine will receive appropriate guidance and training.
- Staff will follow hygiene protocols, including washing hands before and after administering medication.

Children with Long-Term or Chronic Conditions

- Individual care plans will be developed for children with long-term medical conditions (e.g., asthma, allergies).
- Staff will follow these plans carefully and update them with parents as necessary.

Confidentiality

- Information about a child's medical needs will be treated confidentially and shared only with staff who need to know.

This policy was adopted by	Teddy Bears Childcare
Policy Created	28/11/2017
Last Reviewed	24/09/2025
Name and role of signatory	Leahna Carmichael (DSL)



Visitors Policy

As an Ofsted-registered childcare setting, the safety and wellbeing of every child in our care is our top priority. While it is important for children to interact with a variety of people, we must ensure that all adults they come into contact with are suitable and appropriately vetted. This policy outlines the procedures for managing visitors during minding hours.

Regular Visitors

- Any regular visitors to the setting will be required to **complete a DBS check** to confirm their suitability.
- No child will ever be left alone in a room with a visitor unless we are confident, they have been **DBS-checked**.

Occasional Visitors

- All visitors who are not known to us will be asked to **provide identification** before entering the setting.
- Entry will be refused if the visitor cannot be satisfactorily identified.
- Visitors are **not permitted to take children to the toilet or change nappies**.

Maintenance and Contractors

- Wherever possible, maintenance work will be scheduled for **weekends or non-minding hours** to avoid disruption and maintain children's safety.
- Contractors visiting during operating hours will be **supervised at all times**.

Sign-In Procedure

- All visitors must **sign the visitors' book**, noting the date, time of arrival, and departure.
- Visitors will be made aware of the nursery's safety procedures, including emergency exits and fire assembly points.

Communication

- Parents and carers are encouraged to **raise any concerns** regarding visitors with the setting manager.
- Staff will address concerns promptly to ensure the continued safety and wellbeing of all children.

This policy was adopted by	Teddy Bears Childcare
Policy Created	28/11/2017
Last Reviewed	24/09/2025
Name and role of signatory	Leahna Carmichael (DSL)



Whistle-Blowing / Raising Concerns Policy

This policy provides a clear procedure for raising concerns about wrongdoing, risk, or malpractice within the nursery. It aims to:

- Encourage staff and volunteers to voice concerns at the earliest opportunity.
- Ensure issues are taken seriously and investigated appropriately.
- Protect children, staff, families, and the reputation of the nursery.
- Safeguard whistleblowers from retaliation or victimisation.

This policy applies to:

- All employees, trainees, apprentices, students, and volunteers.
- Contractors, agency staff, and others working on the nursery premises.

Concerns may relate to (but are not limited to):

- Safeguarding or child protection.
- Health and safety risks.
- Failure to comply with legal obligations.
- Mismanagement of funds or resources.
- Fraud, corruption, or malpractice.
- Inappropriate behaviour by staff or management.

Whistleblowing vs. Grievance

- **Whistleblowing:** Raising concerns in the public interest about wrongdoing or risks that affect others (e.g., child safety, criminal offences).
- **Grievance:** A personal complaint about employment issues (e.g., workload, pay, relationships at work). Grievances are dealt with through the nursery's complaints procedure.

Procedure for Raising Concerns

1. **Initial Report**
 - Concerns should be raised with the Management team or Designated Safeguarding Lead (DSL) Leahna Carmichael.
2. **Written Record**
 - Concerns should be put in writing where possible, stating the facts, dates, and any evidence.
3. **Investigation**
 - Teddy Bears Childcare will acknowledge receipt (verbal or written) of the concern within 5 working days.

- An appropriate management will carry out an investigation and provide feedback where possible (while respecting confidentiality).

4. **Escalation**

If you feel your concern has not been properly addressed, or it would not be safe to raise it internally, you may contact:

- **Ofsted Whistleblowing:** 0300 123 3155 (concerns about childcare provision).
- **Local Authority Designated Officer (LADO)** for safeguarding concerns. 01724 298293
- **NSPCC Whistleblowing Advice Line:** 0800 028 0285.

Further details of how to raise a concern / make a complaint can also be found on the Ofsted website : www.ofsted.gov.uk

Confidentiality

- All concerns will be treated in confidence.
- Whistleblowers' identities will not be disclosed without their consent, unless required by law.
- Anonymous reports will be considered, though they may be harder to investigate.

Protection for Whistleblowers

- Staff will not suffer discrimination, harassment, or victimisation for raising concerns in good faith.
- Any attempt to victimise a whistleblower will be treated as a disciplinary offence.

This policy was adopted by	Teddy Bears Childcare
Policy Created	28/11/2017
Last Reviewed	12/09/2025
Name and role of signatory	Leahna Carmichael (DSL)



Working In Partnership with Parents and Carers Policy

The nursery is committed to fostering a strong, open, and supportive partnership with parents and carers. We believe that working closely with families enhances each child's development, well-being, and learning outcomes. This policy outlines how we collaborate with parents and carers to create a nurturing, responsive environment for children.

Policy Aims

- To establish and maintain effective communication between the nursery and families.
- To involve parents and carers in their child's learning and development.
- To ensure parents and carers feel welcome, respected, and supported in the nursery environment.
- To respond to parents' and carers' needs, ideas, and concerns in a timely and respectful manner.

Key Principles

1. Open Communication

- **Daily Updates:** We provide daily updates on your child's activities, meals, naps, and general mood through verbal communication, written notes, or a digital platform.
- **Parent-Teacher Meetings:** Regular meetings are offered to discuss your child's progress, development goals, and any concerns you may have.
- **Open Door Policy:** Parents and carers are welcome to approach nursery staff with any questions, feedback, or concerns. We aim to be approachable, friendly, and responsive.

2. Involvement in Learning and Development

- **Shared Observations and Assessments:** We encourage parents and carers to share observations of their child's interests, strengths, and development at home. Nursery staff will also share observations and assessments to create a holistic understanding of each child's growth.
- **Learning Journals and Portfolios:** Each child has a learning journal or portfolio documenting their progress. Parents and carers are welcome to view and contribute to this to celebrate their child's milestones, these can be found on the Family app.
- **Home Learning Activities:** We may provide simple activities, ideas, and resources for parents to support their child's learning and development at home, creating a consistent approach to learning.

3. Support for Family Needs and Well-being

- **Respect for Diversity:** We respect and celebrate the diversity of families, including different cultures, languages, and family structures. We aim to be inclusive and adapt practices to meet the individual needs of each child and family.
- **Workshops and Resources:** We share guidance on topics such as child development, nutrition, and positive behaviour guidance. Parents and carers are also provided with information and resources for further support.
- **Family Feedback:** We value your feedback and regularly invite parents and carers to participate in surveys, discussions, and evaluations of our nursery's practices and policies.

4. Effective Transition Support

- **Settling-In Process:** We work closely with parents and carers to create a smooth and personalized settling-in process. This may include short visits to the nursery together before the child starts, gradually increasing the time the child spends at nursery.
- **Transitions to New Rooms or Settings:** When your child is ready to move to a new room or educational setting, we will support the transition by sharing information, meeting with new caregivers or teachers, and ensuring your child feels prepared and confident.

5. Confidentiality and Professionalism

- **Privacy:** All information shared by parents and carers is kept confidential and handled with the utmost respect. We adhere to data protection policies to ensure that your family's privacy is maintained.
- **Professional Conduct:** Our staff is trained to maintain professionalism in all interactions with parents and carers. We are committed to being reliable, trustworthy, and dedicated to your child's well-being.

6. Conflict Resolution and Feedback

- **Open Feedback Channels:** We encourage open communication for any concerns or questions. Our staff is available to listen to feedback and work with you toward a satisfactory solution.
- **Prompt Responses to Issues:** We take all concerns seriously and aim to address any issues promptly and respectfully. If further assistance is needed, the management team or designated staff member will be available to support resolution efforts.

Responsibilities

- **Nursery Staff:** To provide a welcoming and inclusive environment, communicate openly with families, and support each child's development in partnership with parents and carers.
- **Parents and Carers:** To engage in their child's nursery experience by staying informed, participating in meetings and activities, and sharing any relevant information that can support their child's development.

This policy will be reviewed annually, or as needed, in collaboration with feedback from parents, carers, and staff. We aim to adapt and grow alongside the evolving needs of our nursery community.

This policy was adopted by	Teddy Bears Childcare
Policy Created	7/11/2024
Last Reviewed	24/09/2025
Name and role of signatory	Leahna Carmichael (DSL)