



West End Playgroup Policies & Procedures

**Based on the Early Years Foundation Stage Statutory
Framework effective from 1st September 2021**

Contents

Summary	3
About the statutory framework	3
Expiry or review date	4
What legislation does this framework refer to?	4
Who is this framework for?	4
Introduction	5
Overarching principles	6
Section 1 – The learning and development requirements	7
The areas of learning and development	8
Educational Programmes	8
Early Learning Goals	11
Learning and Development Considerations	16
Section 2 – Assessment	18
Progress check at age two	18
Assessment at the start of the reception year – the Reception Baseline Assessment (RBA)	19
Assessment at the end of the EYFS – the Early Years Foundation Stage Profile (EYFSP)	19
Information to be provided to the local authority	20
Section 3 – The safeguarding and welfare requirements	21
Introduction	21
Child protection	21
Suitable people	23
Staff qualifications, training, support and skills	26
Key person	28
Staff:child ratios – all providers (including childminders)	28
Health	33
Managing children's behaviour	35
Safety and suitability of premises, environment and equipment	36
Special educational needs	39

Information and records	39
Other Legal Duties	42
Annex A: Criteria for effective Paediatric First Aid (PFA) training	44
Annex B: Safeguarding policy and procedures	44

Covid-19

Please do not come to Playgroup if you, your child or anyone in your household has exhibited signs or symptoms of any illness, in particular: cough, fever, change in sense of smell or taste, shortness of breath or sore throat. Please follow the government guidelines in the event of infection from Covid-19 or any other conditions (e.g. chickenpox) and let playgroup know immediately. (See appendix 2 risk assessment)

Please note that in line with government guidance we cannot currently accept children who attend multiple settings.

Summary

The Early Years Foundation Stage (EYFS) statutory framework

West End Playgroup (WEPG) is an Ofsted Outstanding childcare provider. Our policies and procedures are based around the Early Years Statutory Framework. This current version of the framework is mandatory for all early years providers in England from 1 September 2021¹.

Ofsted and inspectorates of independent schools have regard to the Early Years Foundation Stage (EYFS) in carrying out inspections and report on the quality and standards of provision. Ofsted publishes inspection reports at www.gov.uk/ofsted. Ofsted may issue actions (in respect of any failure to meet a requirement in the

¹ Section 46 of the Childcare Act 2006 enables the Secretary of State to confer exemptions from the learning and development requirements in certain prescribed circumstances.

document) and/or may issue a welfare requirements notice (in respect of Section 3). At WEPG, we understand that it is an offence for a provider to fail to comply with a welfare requirements notice.

The learning and development requirements in sections 1 and 2 of the framework, and the safeguarding and welfare requirements in section 3 of the framework, are indicated by the use of the word “must”. Additionally, West End Playgroup will “have regard” to other provisions in these sections. These provisions are indicated by the use of the word “should”. “Having regard” to these provisions means that West End Playgroup will take them into account when providing early years provision and we understand that we should not depart from them unless there is good reason for doing so.

Expiry or review date

This current statutory framework and the playgroup policies and procedures remains in force until further notice.

What legislation does the framework refer to?

- The learning and development requirements are given legal force by an Order² made under section 39(1)(a) of the Childcare Act 2006
- The safeguarding and welfare requirements are given legal force by Regulations³ made under section 39(1)(b) of the Childcare Act 2006

Who is the framework for?

The statutory framework is for all early years providers in England (from 1 September 2021): maintained schools; non-maintained schools; independent schools (including free schools and academies); all providers on the Early Years Register; and all providers registered with an early years childminder agency (CMA).⁴

² The Early Years Foundation Stage (Learning and Development Requirements) Order 2007 (S.I. 2007/1772), as amended.

³ The Early Years Foundation Stage (Welfare Requirements) Regulations 2012 (S.I. 2012/938), as amended.

⁴ The Childcare (Exemptions from Registration) Order 2008 (S.I.2008/979) specifies the circumstances in which providers are not required to register.

Introduction

1. At West End Playgroup we understand that every child deserves the best possible start in life and the support that enables them to fulfil their potential. Children develop quickly in the early years and a child's experiences between birth and age five have a major impact on their future life chances. A secure, safe and happy childhood is important in its own right. Good parenting and high-quality early learning together provide the foundation children need to make the most of their abilities and talents as they grow up.
2. The Early Years Foundation Stage (EYFS) on which our policies are based, sets the standards that West End Playgroup will meet to ensure that children learn and develop well and are kept healthy and safe. It promotes teaching and learning to ensure children's 'school readiness' and gives children the broad range of knowledge and skills that provide the right foundation for good future progress through school and life.
3. West End Playgroup seeks to provide:
 - **quality and consistency**, so that every child makes good progress and no child gets left behind
 - **a secure foundation** through planning for the learning and development of each individual child, and assessing and reviewing what they have learned regularly
 - **partnership working** between practitioners and with parents and/or carers
 - **equality of opportunity** and anti-discriminatory practice, ensuring that every child is included and supported
4. The EYFS specifies requirements for learning and development and for safeguarding children and promoting their welfare. The **learning and development requirements** that West End Playgroup follow cover:
 - the **areas of learning and development** which must shape activities and experiences (**educational programmes**) for children in our settings
 - the **early learning goals** that West End Playgroup will help children work towards (the knowledge, skills and understanding children should have at the end of the academic year in which they turn five)
 - **assessment arrangements** for measuring progress (and requirements for reporting to parents and/or carers)
5. The **safeguarding and welfare requirements** cover the steps that West End Playgroup will take to keep children safe and promote their welfare.

Overarching principles

6. Four guiding principles shape our practice at WEPG. These are:

- every child is a **unique child**, who is constantly learning and can be resilient, capable, confident and self-assured
- children learn to be strong and independent through **positive relationships**
- children learn and develop well in **enabling environments with teaching and support from adults**, who respond to their individual interests and needs and help them to build their learning over time. Children benefit from a strong partnership between practitioners and parents and/or carers.
- importance of **learning and development**. Children develop and learn at different rates. (See “the characteristics of effective teaching and learning” at paragraph 1.15). The framework covers the education and care of all children in early years provision, including children with special educational needs and disabilities (SEND).

Section 1 – The learning and development requirements

1.1. This section defines what West End Playgroup⁵ must do, working in partnership with parents and/or carers, to promote the learning and development of all children in our care, and to ensure they are ready for reception class at school. The learning and development requirements are informed by the best available evidence on how children learn and reflect the broad range of skills, knowledge and attitudes children need as foundations for good future progress. West End Playgroup will guide the development of children's capabilities with a view to ensuring that children in our care complete the appropriate stage of the EYFS ready to benefit fully from the opportunities ahead of them.

1.2. The EYFS learning and development requirements comprise:

- the seven areas of learning and development and the educational programmes (described below)
- the early learning goals, which summarise the knowledge, skills and understanding that all young children should have gained by the end of the reception year at school.
- the assessment requirements (when and how practitioners must assess children's achievements, and when and how they should discuss children's progress with parents and/or carers)

Development Matters⁶, non-statutory curriculum guidance for the EYFS supports us in our delivery of the EYFS learning and development requirements. As this document is non-statutory, Ofsted and inspectorates of independent schools will not have regard to it in carrying out inspections and we understand that it is up to us as providers to decide how we approach the curriculum.

⁵ Providers offering care exclusively before and after school or during the school holidays for children who normally attend reception (or older) class during the school day (see paragraph 3.41) do not need to meet the learning and development requirements. However, providers offering care exclusively before and after school or during the school holidays for children younger than those in the reception class age range, should continue to be guided by, but do not have to meet, the learning and development requirements. All such providers should discuss with parents and/or carers (and other practitioners/ providers as appropriate, including school staff/teachers) the support they intend to offer. ⁶ <https://www.gov.uk/government/publications/development-matters--2>

The areas of learning and development

1.3. There are seven areas of learning and development that must shape educational programmes in early years settings. All areas of learning and development are important and inter-connected.

1.4. Three areas are particularly important for building a foundation for igniting children's curiosity and enthusiasm for learning, forming relationships and thriving.

These are the **prime areas**:

- communication and language
- physical development
- personal, social and emotional development

1.5. West End Playgroup will also support children in four specific areas, through which the three prime areas are strengthened and applied. The **specific** areas are:

- literacy
- mathematics
- understanding the world
- expressive arts and design

Educational Programmes

1.6. Educational programmes involve activities and experiences for children, as set out under each of the areas of learning.

Communication and Language

The development of children's spoken language underpins all seven areas of learning and development. Children's back-and-forth interactions from an early age form the foundations for language and cognitive development. The number and quality of the conversations they have with adults and peers throughout the day in a language-rich environment is crucial. By commenting on what children are interested in or doing, and echoing back what they say with new vocabulary added, practitioners will build children's language effectively. Reading frequently to children, and engaging them actively in stories, non-fiction, rhymes and poems, and then providing them with extensive opportunities to use and embed new words in a range of contexts, will give children the opportunity to thrive. Through conversation, story-telling and role play, where children share their ideas with support and modelling from their teacher, and sensitive questioning that invites

them to elaborate, children become comfortable using a rich range of vocabulary and language structures.

Personal, Social and Emotional Development

Children's personal, social and emotional development (PSED) is crucial for children to lead healthy and happy lives, and is fundamental to their cognitive development. Underpinning their personal development are the important attachments that shape their social world. Strong, warm and supportive relationships with adults enable children to learn how to understand their own feelings and those of others. Children should be supported to manage emotions, develop a positive sense of self, set themselves simple goals, have confidence in their own abilities, to persist and wait for what they want and direct attention as necessary. Through adult modelling and guidance, they will learn how to look after their bodies, including healthy eating, and manage personal needs independently. Through supported interaction with other children, they learn how to make good friendships, co-operate and resolve conflicts peaceably. These attributes will provide a secure platform from which children can achieve at school and in later life.

Physical Development

Physical activity is vital in children's all-round development, enabling them to pursue happy, healthy and active lives⁶. Gross and fine motor experiences develop incrementally throughout early childhood, starting with sensory explorations and the development of a child's strength, co-ordination and positional awareness through tummy time, crawling and play movement with both objects and adults. By creating games and providing opportunities for play both indoors and outdoors, adults can support children to develop their core strength, stability, balance, spatial awareness, co-ordination and agility. Gross motor skills provide the foundation for developing healthy bodies and social and emotional well-being. Fine motor control and precision helps with hand-eye co-ordination, which is later linked to early literacy. Repeated and varied opportunities to explore and play with small world activities, puzzles, arts and crafts and the practice of using small tools, with feedback and support from adults, allow children to develop proficiency, control and confidence.

Literacy

It is crucial for children to develop a life-long love of reading. Reading consists of two dimensions: language comprehension and word reading. Language

⁶ The Chief Medical Officer has published guidance on physical activity, which is available at: <https://www.gov.uk/government/publications/physical-activity-guidelines-uk-chief-medical-officers-report>.

comprehension (necessary for both reading and writing) starts from birth. It only develops when adults talk with children about the world around them and the books (stories and non-fiction) they read with them, and enjoy rhymes, poems and songs together. Skilled word reading, taught later, involves both the speedy working out of the pronunciation of unfamiliar printed words (decoding) and the speedy recognition of familiar printed words. Writing involves transcription (spelling and handwriting) and composition (articulating ideas and structuring them in speech, before writing).

Mathematics

Developing a strong grounding in number is essential so that all children develop the necessary building blocks to excel mathematically. Children should be able to count confidently, develop a deep understanding of the numbers to 10, the relationships between them and the patterns within those numbers. By providing frequent and varied opportunities to build and apply this understanding - such as using manipulatives, including small pebbles and tens frames for organising counting - children will develop a secure base of knowledge and vocabulary from which mastery of mathematics is built. In addition, it is important that the curriculum includes rich opportunities for children to develop their spatial reasoning skills across all areas of mathematics including shape, space and measures. It is important that children develop positive attitudes and interests in mathematics, look for patterns and relationships, spot connections, 'have a go', talk to adults and peers about what they notice and not be afraid to make mistakes.

Understanding the World

Understanding the world involves guiding children to make sense of their physical world and their community. The frequency and range of children's personal experiences increases their knowledge and sense of the world around them – from visiting parks, libraries and museums to meeting important members of society such as police officers, nurses and firefighters. In addition, listening to a broad selection of stories, non-fiction, rhymes and poems will foster their understanding of our culturally, socially, technologically and ecologically diverse world. As well as building important knowledge, this extends their familiarity with words that support understanding across domains. Enriching and widening children's vocabulary will support later reading comprehension.

Expressive Arts and Design

The development of children's artistic and cultural awareness supports their imagination and creativity. It is important that children have regular opportunities to engage with the arts, enabling them to explore and play with a wide range of media and materials. The quality and variety of what children see, hear and participate in is crucial for developing their understanding, self-expression, vocabulary and ability to communicate through the arts. The frequency, repetition and depth of their experiences are fundamental to their progress in interpreting and appreciating what they hear, respond to and observe.

Early Learning Goals

- 1.7 The level of development children should be expected to have attained by the end of the EYFS at the end of reception year at school is defined by the early learning goals (ELGs) as set out below. These are included here for information only and children will not be expected to have reached all these ELGs by the time they leave us at West End Playgroup.
- 1.8 At WEPG we understand that the ELGs should not be used as a curriculum or in any way to limit the wide variety of rich experiences that are crucial to child development, from being read to frequently to playing with friends.
- 1.9 Instead, the ELGs should support teachers⁷ to make a holistic, best-fit judgement about a child's development, and their readiness for reception.
- 1.10 When forming a judgement about whether an individual child is at the expected level of development, teachers should draw on their knowledge of the child and their own expert professional judgement. This is sufficient evidence to assess a child's individual level of development in relation to each of the ELGs. Sources of written or photographic evidence are not required, and teachers are not required to record evidence.

Communication and Language

ELG: Listening, Attention and Understanding

Children at the expected level of development will:

- Listen attentively and respond to what they hear with relevant questions, comments and actions when being read to and during whole class discussions and small group interactions;
- Make comments about what they have heard and ask questions to clarify their understanding;

⁷ Teacher should be understood to refer to any practitioner working with the child.

- Hold conversation when engaged in back-and-forth exchanges with their teacher and peers.

ELG: Speaking

Children at the expected level of development will:

- Participate in small group, class and one-to-one discussions, offering their own ideas, using recently introduced vocabulary;
- Offer explanations for why things might happen, making use of recently introduced vocabulary from stories, non-fiction, rhymes and poems when appropriate;
- Express their ideas and feelings about their experiences using full sentences, including use of past, present and future tenses and making use of conjunctions, with modelling and support from their teacher.

Personal, Social and Emotional Development

ELG: Self-Regulation

Children at the expected level of development will:

- Show an understanding of their own feelings and those of others, and begin to regulate their behaviour accordingly;
- Set and work towards simple goals, being able to wait for what they want and control their immediate impulses when appropriate;
- Give focused attention to what the teacher says, responding appropriately even when engaged in activity, and show an ability to follow instructions involving several ideas or actions.

ELG: Managing Self

Children at the expected level of development will:

- Be confident to try new activities and show independence, resilience and perseverance in the face of challenge;
- Explain the reasons for rules, know right from wrong and try to behave accordingly;
- Manage their own basic hygiene and personal needs, including dressing, going to the toilet and understanding the importance of healthy food choices.

ELG: Building Relationships

Children at the expected level of development will:

- Work and play cooperatively and take turns with others;
- Form positive attachments to adults and friendships with peers;
- Show sensitivity to their own and to others' needs.

Physical Development

ELG: Gross Motor Skills

Children at the expected level of development will:

- Negotiate space and obstacles safely, with consideration for themselves and others;
- Demonstrate strength, balance and coordination when playing;
- Move energetically, such as running, jumping, dancing, hopping, skipping and climbing.

ELG: Fine Motor Skills

Children at the expected level of development will:

- Hold a pencil effectively in preparation for fluent writing – using the tripod grip in almost all cases;
- Use a range of small tools, including scissors, paint brushes and cutlery;
- Begin to show accuracy and care when drawing.

Literacy

ELG: Comprehension

Children at the expected level of development will:

- Demonstrate understanding of what has been read to them by retelling stories and narratives using their own words and recently introduced vocabulary;
- Anticipate – where appropriate – key events in stories;
- Use and understand recently introduced vocabulary during discussions about stories, non-fiction, rhymes and poems and during role-play.

ELG: Word Reading

Children at the expected level of development will:

- Say a sound for each letter in the alphabet and at least 10 digraphs;

- Read words consistent with their phonic knowledge by sound-blending;
- Read aloud simple sentences and books that are consistent with their phonic knowledge, including some common exception words.

ELG: Writing

Children at the expected level of development will:

- Write recognisable letters, most of which are correctly formed;
- Spell words by identifying sounds in them and representing the sounds with a letter or letters;
- Write simple phrases and sentences that can be read by others.

Mathematics

ELG: Number

Children at the expected level of development will:

- Have a deep understanding of numbers to 10, including the composition of each number;
- Subitise (recognise quantities without counting) up to 5;
- Automatically recall (without reference to rhymes, counting or other aids) number bonds up to 5 (including subtraction facts) and some number bonds to 10, including double facts.

ELG: Numerical Patterns

Children at the expected level of development will:

- Verbally count beyond 20, recognising the pattern of the counting system;
- Compare quantities up to 10 in different contexts, recognising when one quantity is greater than, less than or the same as the other quantity;
- Explore and represent patterns within numbers up to 10, including evens and odds, double facts and how quantities can be distributed equally.

Understanding the World

ELG: Past and Present

Children at the expected level of development will:

- Talk about the lives of the people around them and their roles in society;
- Know some similarities and differences between things in the past and now, drawing on their experiences and what has been read in class;

- Understand the past through settings, characters and events encountered in books read in class and storytelling.

ELG: People, Culture and Communities

Children at the expected level of development will:

- Describe their immediate environment using knowledge from observation, discussion, stories, non-fiction texts and maps;
- Know some similarities and differences between different religious and cultural communities in this country, drawing on their experiences and what has been read in class;
- Explain some similarities and differences between life in this country and life in other countries, drawing on knowledge from stories, non-fiction texts and – when appropriate – maps.

ELG: The Natural World

Children at the expected level of development will:

- Explore the natural world around them, making observations and drawing pictures of animals and plants;
- Know some similarities and differences between the natural world around them and contrasting environments, drawing on their experiences and what has been read in class;
- Understand some important processes and changes in the natural world around them, including the seasons and changing states of matter.

Expressive Arts and Design

ELG: Creating with Materials

Children at the expected level of development will:

- Safely use and explore a variety of materials, tools and techniques, experimenting with colour, design, texture, form and function;
- Share their creations, explaining the process they have used;
- Make use of props and materials when role playing characters in narratives and stories.

ELG: Being Imaginative and Expressive

Children at the expected level of development will:

- Invent, adapt and recount narratives and stories with peers and their teacher;

- Sing a range of well-known nursery rhymes and songs;
Perform songs, rhymes, poems and stories with others, and – when appropriate – try to move in time with music.

Learning and Development Considerations

- 1.11 WEPG will consider the individual needs, interests, and development of each child in our care, and we will use this information to plan a challenging and enjoyable experience for each child in all areas of learning and development. We understand that as practitioners working with the youngest children, we are expected to ensure a strong foundation for children's development in the three prime areas. The specific areas of learning provide children with a broad curriculum and with opportunities to strengthen and apply the prime areas of learning. This is particularly important in developing language and extending vocabulary.
- 1.12 Throughout their time with us, if a child's progress in any prime area gives cause for concern, WEPG practitioners will discuss this with the manager and the child's parents and/or carers and agree how to support the child. Practitioners will consider whether a child may have a special educational need or disability which requires specialist support. We will link with, and help families to access, relevant services from other agencies as appropriate.
- 1.13 For children whose home language is not English, West End Playgroup will take reasonable steps to provide opportunities for children to develop and use their home language in play and learning, supporting their language development at home. We will also ensure that children have sufficient opportunities to learn and reach a good standard in English language during their time with us, helping to ensure that children are ready to benefit from the opportunities available to them when they begin school and move to year 1. When assessing communication, language and literacy skills, practitioners must assess children's skills in English. If a child does not have a strong grasp of English language, practitioners must explore the child's skills in the home language with parents and/or carers, to establish whether there is cause for concern about language delay.
- 1.14 The statutory framework does not prescribe a particular teaching approach. At WEPG we believe that play is essential for children's development, building their confidence as they learn to explore, relate to others, set their own goals and solve problems. Children learn by leading their own play, and by taking part in play which is guided by adults. WEPG practitioners will decide what they want children to learn, and the most effective ways to teach it. Practitioners will stimulate children's interests, responding to each child's emerging needs and guiding their

development through warm, positive interactions coupled with secure routines for play and learning. As children grow older and move into the reception year, it is at this point that there should be a greater focus on teaching the essential skills and knowledge in the specific areas of learning. This will help children to prepare for year 1.

- 1.15 In planning and guiding what children learn, WEPG practitioners will reflect on the different rates at which children are developing and adjust our practice appropriately. Three characteristics of effective teaching and learning are:
- **playing and exploring** - children investigate and experience things, and 'have a go'
 - **active learning** - children concentrate and keep on trying if they encounter difficulties, and enjoy achievements
 - **creating and thinking critically** - children have and develop their own ideas, make links between ideas, and develop strategies for doing things
- 1.16 Each child attending will be assigned a key person (this is also a safeguarding and welfare requirement - see paragraph 3.27). West End Playgroup will inform parents and/or carers of the name of the key person, and explain their role, when a child starts attending a setting. The key person will help ensure that every child's learning and care is tailored to meet their individual needs. The key person will seek to engage and support parents and/or carers in guiding their child's development at home. We will also help families engage with more specialist support if appropriate.
- 1.17 A quality learning experience for children requires a quality workforce. A well-qualified, skilled staff strongly increases the potential of WEPG to deliver the best possible outcomes for the children in our care. Requirements in relation to staff qualifications are outlined in Section 3.

Section 2 – Assessment

- 2.1. Assessment plays an important part in helping parents, carers and practitioners to recognise children's progress, understand their needs, and to plan activities and support. Ongoing assessment (also known as formative assessment) is an integral part of the learning and development process. It involves practitioners knowing children's level of achievement and interests, and then shaping teaching and learning experiences for each child reflecting that knowledge. In their interactions with children, WEPG practitioners will respond to their own day-to-day observations about children's progress and observations that parents and carers share.
- 2.2. Assessment should not entail prolonged breaks from interaction with children, nor require excessive paperwork. When assessing whether an individual child is at the expected level of development, practitioners will draw on their knowledge of the child and their own expert professional judgement and are not required to prove this through collection of physical evidence.
- 2.3. Parents and/or carers will be kept up-to-date with their child's progress and development through conversations, emails and messages often via WhatsApp. Practitioners will address any learning and development needs in partnership with parents and/or carers, and any relevant professionals. Once a child leaves us for school, assessment should inform an ongoing dialogue between practitioners and year 1 teachers about each child's learning and development, to support a successful transition to key stage 1.

Progress check at age two

- 2.4. When a child is aged between two and three, a child's key person will review their progress, and provide parents and/or carers with a short, written summary of their child's development in the prime areas. This progress check will identify the child's strengths, and any areas where the child's progress is less than expected. If there are significant emerging concerns, or an identified special educational need or disability, practitioners will develop a targeted plan to support the child's future learning and development involving parents and/or carers and other professionals (for example, our Special Educational Needs Co-ordinator (SENCO) Jo Weston-Jones or health professionals) as appropriate.
- 2.5. Beyond the prime areas, we will decide on an individual basis what the written summary will include. This will reflect the development level and needs of the individual child. The summary will highlight: areas in which a child is progressing well; areas in which some additional support might be needed; and focus particularly on any areas where there is a concern that a child may have a developmental delay (which may indicate a special educational need or disability). It will describe the activities and strategies that we intend to adopt to address any

issues or concerns. WEPG understands that if a child moves settings between the ages of two and three it is expected that the progress check would usually be undertaken by the setting where the child has spent most time. Practitioners will discuss with parents and/or carers how the summary of development can be used to support learning at home.

- 2.6. WEPG will encourage parents and/or carers to share information from the progress check with other relevant professionals, including their health visitor and the staff of any new provision the child may transfer to. We will agree with parents and/or carers when will be the most useful point to provide a summary. We understand that where possible, the progress check and the Healthy Child Programme health and development review at age two (when health visitors gather information on a child's health and development) should inform each other and support integrated working. This will allow health and education professionals to identify strengths as well as any developmental delay and any particular support from which they think the child/family might benefit. West End Playgroup will gain the consent of parents and/or carers to share information directly with other relevant professionals.

Assessment at the start of the reception year – the Reception Baseline Assessment (RBA)

- 2.7. The Reception Baseline Assessment (RBA) is a short assessment, taken in the first six weeks in which a child starts reception.
- 2.8. The statutory guidance for the administration of the RBA is set out in Annex B of the Early Years Statutory Framework.

Assessment at the end of the EYFS – the Early Years Foundation Stage Profile (EYFSP)

- 2.9. WEPG understands that in the final term of the year in which the child reaches age five, and no later than 30 June in that term, the EYFS Profile must be completed for each child. This includes those children who, by exception, complete the EYFS in an Ofsted or childminder agency registered setting and who are due to start school in year 1 in the following academic year.
- 2.10. The Profile provides parents and carers, practitioners and teachers with a well-rounded picture of a child's knowledge, understanding and abilities, their attainment against expected levels, and their readiness for year 1. The Profile must reflect practitioners' own knowledge and professional judgement of a child to inform discussions with parents and carers, and any other adults whom the teacher, parent or carer judges can offer a useful contribution.
- 2.11. Each child's level of development must be assessed against the early learning goals (see Section 1). Practitioners must indicate whether children are meeting

expected levels of development, or if they are not yet reaching expected levels ('emerging'). This is the EYFS Profile.

- 2.12. Year 1 teachers must be given a copy of the Profile report. Reception teachers, or early years practitioners where the Profile has been completed for a child who has remained in Ofsted registered early years provision, may choose to provide a short commentary on each child's skills and abilities in relation to the three key characteristics of effective teaching and learning (see paragraph 1.15). These should help inform a dialogue between reception and year 1 teachers about each child's stage of development and learning needs and assist with the planning of activities in year 1.
- 2.13. Schools⁸ must share the results of the Profile with parents and/or carers, and explain to them when and how they can discuss the Profile with the teacher⁹ who completed it. For children attending more than one setting, the Profile must be completed by the school where the child spends most time. If a child moves to a new school during the academic year, the original school must send their assessment of the child's level of development against the early learning goals to the relevant school within 15 days of receiving a request. If a child moves during the summer term, relevant providers will agree which of them will complete the Profile.
- 2.14. The Profile must be completed for all children, including those with special educational needs or disabilities (SEND). Reasonable adjustments to the assessment process for children with SEND must be made as appropriate. Providers should consider whether they may need to seek specialist assistance to help with this. Children will have differing levels of knowledge, skills and abilities across the Profile and it is important that there is a full assessment of all areas of their development, to inform plans for future activities and to identify any additional support needs.

Information to be provided to the local authority

- 2.15. If appropriate and a child remains at West End Playgroup rather than enter reception at school then WEPG will report EYFS Profile results to local authorities, upon request.¹⁰ Local authorities are under a duty to return this data to the relevant Government department.

⁸ Or the relevant provider.

⁹ Or other practitioner.

¹⁰ Childcare (Provision of Information about Young Children (England) Regulations 2009.

Section 3 – The safeguarding and welfare requirements

Introduction

- 3.1. Children learn best when they are healthy, safe and secure, when their individual needs are met, and when they have positive relationships with the adults caring for them. The safeguarding and welfare requirements, specified in this section, are designed to help WEPG create a high quality setting which is welcoming, safe and stimulating, and where children are able to enjoy learning and grow in confidence.
- 3.2. West End Playgroup will take all necessary steps to keep children safe and well. The requirements in this section explain what West End Playgroup will do to: safeguard children; ensure the suitability of adults who have contact with children; promote good health; manage behaviour; and maintain records, policies and procedures.
- 3.3. At West End Playgroup we are required to have policies and procedures as specified below, these policies and procedures are available in Annex B recorded in writing.

Child protection

- 3.4. West End Playgroup will be alert to any issues of concern in the child's life at home or elsewhere. West End Playgroup has a policy, and procedures, to safeguard children. These are in line with the guidance and procedures of the local safeguarding partners (LSP). The safeguarding policy and procedures include an explanation of the action to be taken when there are safeguarding concerns about a child and in the event of an allegation being made against a member of staff, and cover the use of mobile phones and cameras in the setting. To safeguard children and practitioners online, WEPG refers to 'Safeguarding children and protecting professionals in early years settings: online safety considerations'¹¹.
- 3.5. Jessica Lloyd has been designated to take lead responsibility for safeguarding children at West End Playgroup. Jess our designated safeguarding lead (DSL) is responsible for liaison with local statutory children's services agencies, and with the LSP. The DSL understands that she must provide support, advice and guidance to any other staff on an ongoing basis, and on any specific safeguarding issue as required. Jess attended a child protection training course¹² that enables

¹¹ <https://www.gov.uk/government/publications/safeguarding-children-and-protecting-professionals-in-early-years-settings-online-safety-considerations>.

¹² Taking account of any advice from the LSP or local authority on appropriate training courses.

her to identify, understand and respond appropriately to signs of possible abuse and neglect.

3.6. West End Playgroup trains all staff to understand their safeguarding policy and procedures, and ensures that all staff have up to date knowledge of safeguarding issues. Training made available to all WEPG staff enables them to identify signs of possible abuse and neglect at the earliest opportunity, and to respond in a timely and appropriate way. These may include:

- significant changes in children's behaviour
- deterioration in children's general well-being
- unexplained bruising, marks or signs of possible abuse or neglect
- children's comments which give cause for concern
- any reasons to suspect neglect or abuse outside the setting, for example in the child's home or that a girl may have been subjected to (or is at risk of) female genital mutilation¹³ and/or
- inappropriate behaviour displayed by other members of staff, or any other person working with the children, for example: inappropriate sexual comments; excessive one-to-one attention beyond the requirements of their usual role and responsibilities; or inappropriate sharing of images

West End Playgroup staff find 'What to do if you're worried a child is being abused: Advice for practitioners'¹⁴ helpful.

3.7. West End Playgroup will have regard to the government's statutory guidance 'Working Together to Safeguard Children'¹⁵ and to the 'Prevent duty guidance for England and Wales'¹⁶. All schools are required to have regard¹⁷ to the government's 'Keeping Children Safe in Education'¹⁸ statutory guidance, and at WEPG we also refer to this guidance. WEPG understands that if we have concerns about children's safety or welfare, we must notify agencies with statutory

¹³ <https://www.gov.uk/government/collections/female-genital-mutilation>

¹⁴ <https://www.gov.uk/government/publications/what-to-do-if-youre-worried-a-child-is-being-abused--2>

¹⁵ <https://www.gov.uk/government/publications/working-together-to-safeguard-children--2>

¹⁶ The 2015 Counter Terrorism and Security Act places a duty on early years providers "to have due regard to the need to prevent people from being drawn into terrorism" (the Prevent duty): www.gov.uk/government/publications/prevent-duty-guidance/revised-prevent-duty-guidance-for-englandand-wales

¹⁷ Under section 175(4) of the Education Act 2002

¹⁸ www.gov.uk/government/publications/keeping-children-safe-in-education--2

responsibilities without delay. This means the local children's social care services and, in emergencies, the police.

3.8. West End Playgroup will inform Ofsted of any allegations of serious harm or abuse by any person living, working, or looking after children at the premises (whether the allegations relate to harm or abuse committed on the premises or elsewhere). West End Playgroup will also notify Ofsted of the action taken in respect of the allegations. These notifications must be made as soon as is reasonably practicable, but at the latest within 14 days of the allegations being made. WEPG understands that a registered provider who, without reasonable excuse, fails to comply with this requirement, commits an offence.

Suitable people

3.9. West End Playgroup will ensure that people looking after children are suitable to fulfil the requirements of their roles. West End Playgroup has effective systems in place to ensure that practitioners, and any other person who may have regular contact with children are suitable¹⁹.

3.10. WEPG understands that we must obtain an enhanced criminal records check in respect of every person aged 16 and over (including for unsupervised volunteers, and supervised volunteers who provide personal care²⁰) who²¹:

- works directly with children
- An additional criminal records check (or checks if more than one country) should also be made for anyone who has lived or worked abroad²².

3.11. West End Playgroup will tell staff at each annual appraisal meeting that they are expected to disclose any convictions, cautions, court orders, reprimands and warnings²⁵ that may affect their suitability to work with children (whether received before or during their employment at the setting). West End Playgroup will not

¹⁹ To allow Ofsted or the relevant childminder agency to make these checks, childminders are required to supply information to Ofsted or the relevant childminder agency, as set out in Schedule 1, Part 2 of the Childcare (Early Years Register) Regulations 2008, amended by the Childcare (Early Years Register) (Amendment) Regulations 2012. The requirements relating to people who live and work on childminder premises are in Schedule 1, Part 1.

²⁰ Personal care includes helping a child, for reasons of age, illness or disability, with eating or drinking, or in connection with toileting, washing, bathing and dressing.

²¹ The requirement for a criminal records check will be deemed to have been met in respect of all people living or working in childcare settings, whose suitability was checked by Ofsted or their local authority before October 2005.

²² See: www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants ²⁵

Except convictions or cautions that are protected for the purposes of the Rehabilitation of Offenders Act 1974.

allow people, whose suitability has not been checked, including through a criminal records check²³, to have unsupervised contact with children being cared for.

- 3.12. WEPG keeps records of information about staff qualifications and the identity checks and vetting processes that have been completed (including the criminal records check reference number, the date a check was obtained and details of who obtained it).
- 3.13. West End Playgroup also meet their responsibilities under the Safeguarding Vulnerable Groups Act 2006, which includes a duty to make a referral to the Disclosure and Barring Service where a member of staff is dismissed (or would have been, had the person not left the setting first) because they have harmed a child or put a child at risk of harm²⁴.

Disqualification

- 3.14. WEPG understands that the playgroup as a provider or a childcare worker may be disqualified from registration²⁵. In the event that we are disqualified we understand that WEPG would not continue as an early years provider – nor be directly concerned in the management of such provision. Where a person is disqualified, WEPG understands that we must not employ that person in connection with our early years provision. Should WEPG become aware of relevant information that may lead to disqualification of an employee, we understand that we must take appropriate action to ensure the safety of children.
- 3.15. WEPG understands that a childminder, childminder assistant or a childcare practitioner working on domestic premises may also be disqualified because they live in the same household as another person who is disqualified, or because they live in the same household where a disqualified person is employed. If a childminder, childminder assistant or childcare practitioner is disqualified they may, in some circumstances, be able to obtain a ‘waiver’ from Ofsted.
- 3.16. WEPG understands that we must notify Ofsted of any significant event which is likely to affect the suitability of any person who is in regular contact with children

²³ DBS disclosures and barred list information are only issued to the potential employee; West End Playgroup will check the disclosure and consider whether it contains any information that would suggest the person was unsuitable for the position, before an individual has unsupervised contact with children. Where a potential or existing employee has subscribed to the online DBS Update service, providers should check the status of the disclosure. Where the check identifies there has been a change to the disclosure details, a new enhanced DBS disclosure must be applied for. Before accessing the DBS update service consent to do so must be obtained from the member of staff.

²⁴ Section 35 of the Safeguarding Vulnerable Groups Act 2006.

²⁵ In accordance with regulations made under Section 75 of the Childcare Act 2006. Schools are required to have regard to the disqualification guidance published by the Department for Education, which is available at: www.gov.uk/government/publications/disqualification-under-the-childcare-act-2006 . Other providers may also find it helpful to refer to this guidance.

on the premises. The disqualification of an employee could be an instance of a significant event.

Staff taking medication/other substances

3.19. Staff members must not be under the influence of alcohol or any other substance which may affect their ability to care for children. If a staff member is taking medication which may affect their ability to care for children, the staff member should seek medical advice. West End Playgroup will ensure that staff members only work directly with children if medical advice confirms that the medication is unlikely to impair that staff member's ability to look after children properly. All medication on the premises is securely stored, and out of reach of children, at all times.

Staff qualifications, training, support and skills

- 3.20. West End Playgroup follow their legal responsibilities under the Equality Act 2010 including the fair and equal treatment of practitioners regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
- 3.21. At WEPG we understand that the daily experience of children in our early years setting and the overall quality of our provision depends on all practitioners having appropriate qualifications, training, skills, knowledge, and a clear understanding of their roles and responsibilities. West End Playgroup will ensure that all staff receive induction training to help them understand their roles and responsibilities. Induction training will include information about emergency evacuation procedures, safeguarding, child protection, and health and safety issues. West End Playgroup will support staff to undertake appropriate training and professional development opportunities to ensure that all staff offer quality learning and development experiences for children that continually improves.
- 3.22. West End Playgroup have appropriate arrangements in place for the supervision of staff who have contact with children and families. Effective supervision provides support, coaching and training for the practitioner and promotes the interests of children. Supervision sessions foster a culture of mutual support, teamwork and continuous improvement, which encourages the confidential discussion of sensitive issues.
- 3.23. Supervision provides opportunities for staff to:
- discuss any issues – particularly concerning children’s development or wellbeing, including child protection concerns
 - identify solutions to address issues as they arise
 - receive coaching to improve their personal effectiveness
- 3.24. Supervision takes place in an ongoing way at WEPG during session times in addition to regular staff meetings and one to one meetings between practitioners and the manager.
- 3.25. WEPG understands that at least one person who has a current paediatric first aid (PFA) certificate must be on the premises and available at all times when children are present, and must accompany children on outings. The certificate must be for a full course consistent with the criteria set out in Annex A. PFA training²⁶ is

²⁶ Providers are responsible for identifying and selecting a competent training provider to deliver their PFA training. Training is available from a wide range of providers including: those who offer regulated qualifications; or the Voluntary Aid Societies (St John Ambulance, the British Red Cross and St Andrew’s First Aid who together are acknowledged by the Health and Safety Executive (HSE) as one of the standard-setters for currently accepted first aid practice for first aid at work training courses); or those who operate under voluntary accreditation schemes; or one that is a member of a trade body with an approval and monitoring scheme; or those who operate independently of any such accreditation scheme. The Register of Regulated Qualifications may help providers identify PFA providers, which can be found

renewed every three years and is relevant for workers caring for young children and babies. At WEPG we take into account the number of children, staff and layout of our premises to ensure that a paediatric first aider is able to respond to emergencies quickly. At WEPG we understand that all newly qualified³¹ entrants to the early years workforce who completed a level 2 and/or level 3 qualification on or after 30 June 2016, will also have either a full PFA or an emergency PFA certificate within three months of starting work in order to be included in the required staff:child ratios at level 2 or level 3 in the early years setting²⁷. WEPG makes available to parents, through our website, details of all staff who have PFA certificates.

3.26. West End Playgroup will ensure that staff have sufficient understanding and use of English to ensure the well-being of children in our care. For example, we understand that settings must be in a position to keep records in English, to liaise with other agencies in English, to summon emergency help, and to understand instructions such as those for the safety of medicines or food hygiene.

at: <http://register.ofqual.gov.uk/qualification> . It may also be helpful to refer to HSE's guidance about choosing a first aid training provider, which can be found at: www.hse.gov.uk/pubns/geis3.htm ³¹ In this context, "newly qualified entrants" includes staff who have been apprentices or long term students who have gained a level 2 or level 3 early years qualification.

²⁷ Providers can make an exception to this requirement where a newly qualified entrant to the workforce is unable to gain a PFA certificate if a disability would prevent them from doing so. Such a newly qualified entrant can still be included in the staff:child ratios if otherwise competent to carry out their childcare duties. Where possible, such staff should attend a relevant PFA training course and obtain written evidence of attendance.

Key person

3.27. Each child is assigned a key person. Their role is to help ensure that every child's care is tailored to meet their individual needs (in accordance with paragraph 1.16), to help the child become familiar with the setting, offer a settled relationship for the child and build a relationship with their parents.

Staff:child ratios

3.28. WEPG understands that in settings on the early years register, the manager must hold an approved²⁸ level 3²⁹ qualification or above and at least half of all other staff must hold at least an approved level 2 qualification³⁰. The manager should have at least two years' experience of working in an early years setting, or have at least two years' other suitable experience. They must ensure there is a named deputy who, in their judgement, is capable and qualified³¹ to take charge in the manager's absence. At WEPG Helen Yates (Goodman) is manager. Helen holds a level 6 qualification, a BA hons degree in Early Years Teaching. She also holds a level 3 Forest School Leader qualification and has worked at the setting in both a voluntary and paid role since 2005. Jo Weston-Jones is deputy. Jo also holds a level 6 qualification, a BA hons degree in Early Years and Childcare and she too holds a level 3 Forest School Leader qualification, Jo has worked in early years since 2012.

3.29. At WEPG we understand that staffing arrangements must meet the needs of all children and ensure their safety. West End Playgroup ensures that children are adequately supervised, including whilst eating. We deploy staff to ensure children's needs are met. West End Playgroup will inform parents and/or carers

²⁸ As defined by the Department for Education on the Early Years Qualifications List published on GOV.UK: <https://www.gov.uk/guidance/early-years-qualifications-finder> which also includes information on overseas qualifications.

²⁹ To count in the ratios at level 3, staff holding an Early Years Educator qualification must also have achieved a suitable level 2 qualification in English and maths as defined by the Department for Education on the Early Years Qualifications List published on GOV.UK: <https://www.gov.uk/guidance/early-yearsqualifications-finder>

³⁰ These qualification requirements do not apply to out-of-school provision for reception aged children, (see paragraph 3.41), and/or childminders.

³¹ 'Capable and qualified' includes having necessary skills and knowledge to deputise. A deputy does not have to have any specific qualification.

about staff deployment, and, when relevant and practical, aim to involve them in these decisions. All staff understand that children must usually be within sight and hearing of staff and always within sight or hearing.

- 3.30. Only those aged 17 or over may be included in ratios if they are suitable, as in paragraphs 3.9 to 3.11 (and staff under 17 will be supervised at all times). Suitable students on long term placements and volunteers (aged 17 or over) and staff working as apprentices at the playgroup (aged 16 or over) may be included in the ratios only if the manager or deputy are satisfied that they are competent and responsible.
- 3.31. The ratio and qualification requirements below apply to the total number of staff available to work directly with children³². WEPG understands that exceptionally, and where the quality of care and safety and security of children is maintained, changes to the ratios may be made.

Early years providers

3.32. WEPG are registered to care for children over the age of two

3.33. For children aged two:

- there must be at least one member of staff for every four children³³
- at least one member of staff must hold an approved level 3 qualification
- at least half of all other staff must hold an approved level 2 qualification

3.34. For children aged three and over where a staff member with a relevant level 6 qualification, is working directly with the children³⁴:

- there must be at least one member of staff for every 13 children
- at least one other member of staff must hold an approved level 3 qualification.

³² Ofsted may determine that West End Playgroup will observe a higher staff:child ratio than outlined here to ensure the safety and welfare of children.

³³ In a maintained school or non-maintained special school, where the two-year-olds are pupils, staff must additionally be under the direction and supervision of a qualified or nominated teacher when carrying out specified work (as laid out in the Education (Specified Work) (England) Regulations 2012). Specified work broadly encompasses lesson (or curriculum) planning, delivering lessons, assessing the development, progress and attainment of pupils and reporting on the latter. The headteacher must be satisfied that the staff have the skills, expertise and experience needed to carry out the work and determine the appropriate level of direction and supervision.

³⁴ We expect the teacher (or equivalent) to be working with children for the vast majority of the time. Where they need to be absent for short periods of time, the provider will need to ensure that quality and safety is maintained.

3.35. For children aged three and over at any time when a staff member with an approved level 6 qualification is not working directly with the children:

- there must be at least one member of staff for every eight children
- at least one member of staff must hold an approved level 3 qualification
- at least half of all other staff must hold an approved level 2 qualification

Staff Details and Qualifications

Qualifications listed are just a sample and not a full list of all courses and certificates gained.

Helen Yates (Goodman)

Manager

Level 6 BA Hons Early Years Teaching
Level 3 Forest School Leader
PFA 12hr course updated every 3 years
Safeguarding
Infection prevention and control

Jo Weston-Jones

Deputy Manager

Level 6 BA Hons Early Years Teaching
Level 3 Forest School Leader
PFA 12hr course updated every 3 years
Safeguarding
Infection prevention and control

Jess Lloyd

Designated Safeguarding Lead
(DSL)

Level 3 CACHE Diploma for the Children &
Young Peoples Workforce
PFA 12hr course updated every 3 years
Safeguarding
Infection prevention and control

Aleya Uddin
Literacy & Numeracy Lead
(LNL)

Level 6 BA Hons Early Childhood
PFA 12hr course updated every 3 years
Safeguarding
Food Hygiene
Fun with Phonics

Shilpa Shah
Pastoral Care Lead
(PCL)

Level 3 City & Gilds NVQ Early Years Care
PFA 12hr course updated every 3 years
Safeguarding
Infection prevention and control
Supporting Children's Mental Health and Wellbeing

Holly Hall
Creative Planning Lead
(CPL)

Level 3 CACHE Diploma for the Children &
Young Peoples Workforce
PFA 12hr course updated every 3 years
Safeguarding
Infection prevention and control

Health

Medicines

- 3.45. West End Playgroup promotes the good health, including the oral health, of children attending the setting. We have a procedure, discussed with parents and/or carers, for responding to children who are ill or infectious and take necessary steps to prevent the spread of infection, and take appropriate action if children are ill³⁵.
- 3.46. West End Playgroup has and implements a policy, and procedures, for administering medicines. It includes systems for obtaining information about a child's needs for medicines, and for keeping this information up-to-date. Training will be provided for staff where the administration of medicine requires medical or technical knowledge. WEPG staff members understand that prescription medicines must not be administered unless they have been prescribed for a child by a doctor, dentist, nurse or pharmacist (medicines containing aspirin should only be given if prescribed by a doctor).
- 3.47. Medicine (both prescription and non-prescription³⁶) must only be administered to a child where written permission for that particular medicine has been obtained from the child's parent and/or carer. West End Playgroup will keep a written record each time a medicine is administered to a child, and inform the child's parents and/or carers on the same day, or as soon as reasonably practicable. These records are usually made electronically via the playgroup mobile phone using WhatsApp.

Food and drink

- 3.48. At WEPG we do not generally provide children with meals with the exception of breakfast, snacks and drinks. These are healthy, balanced and nutritious⁵⁶. Before a child is admitted to the setting we obtain information about any special dietary requirements, preferences and food allergies that the child has, and any

³⁵ Guidance on health protection in schools and other childcare facilities which sets out when and for how long children need to be excluded from settings, when treatment/medication is required and where to get further advice can be found at <https://www.gov.uk/government/publications/health-protection-in-schoolsand-other-childcare-facilities>

³⁶ Non-prescription medicines can include those that can be purchased from pharmacies (including some over the counter medicines which can only be purchased from a pharmacy), health shops and supermarkets. See also BMA advice: <https://www.bma.org.uk/advice-and-support/gp-practices/managing-workload/prescribing-over-the-counter-medicines-in-nurseries-and-schools> ⁵⁶ For example menus and guidance see: <https://www.gov.uk/government/publications/example-menus-for-early-years-settings-in-england>.

special health requirements via the registration form, Fresh drinking water is available and accessible to children at all times. West End Playgroup records and acts on information from parents and carers about a child's dietary needs.

- 3.49. There is a kitchen area in the village hall which is adequately equipped to provide healthy breakfasts, snacks and drinks for children as necessary. There are suitable facilities for the hygienic preparation of food for children. West End Playgroup management are confident that those responsible for preparing and handling food are competent to do so. WEPG understands that all staff involved in preparing and handling food must receive training in food hygiene. In addition, section 4 of 'Example menus for early years settings in England' (see footnote 56) includes guidance on menu planning, food safety, managing food allergies and reading food labels, which staff preparing food will find helpful in ensuring that children are kept safe.
- 3.50. West End Playgroup will notify Ofsted of any food poisoning affecting two or more children cared for on the premises. We understand that notification must be made as soon as is reasonably practicable, but in any event within 14 days of the incident. We understand that should we, without reasonable excuse, fail to comply with this requirement, we will be committing an offence.

Accident or injury

- 3.51. West End Playgroup ensures that there is a first aid box accessible at all times with appropriate content for use with children. West End Playgroup will keep a written record of accidents or injuries and first aid treatment. West End Playgroup will inform parents, and/or carers of any accident or injury sustained by the child on the same day as, or as soon as reasonably practicable after, and of any first aid treatment given.
- 3.52. West End Playgroup will notify Ofsted of any serious accident, illness or injury to, or death of, any child while in their care, and of the action taken. Notification must be made as soon as is reasonably practicable, but in any event within 14 days of the incident occurring. WEPG understands that any registered provider, who, without reasonable excuse, fails to comply with this requirement, commits an offence. West End Playgroup will notify local child protection agencies of any serious accident or injury to, or the death of, any child while in their care, and must act on any advice from those agencies.

Managing children's behaviour

- 3.53. West End Playgroup staff understand that as childcare providers we are responsible for managing children's behaviour in an appropriate way.
- 3.54. West End Playgroup will not give or threaten corporal punishment to a child and will not use or threaten any punishment which could adversely affect a child's well-being. West End Playgroup will take all reasonable steps to ensure that corporal punishment is not given by any person who cares for or is in regular contact with a child, or by any person working in the premises where care is provided. WEPG understands that any early years provider who fails to meet these requirements commits an offence. A person will not be taken to have used corporal punishment (and therefore will not have committed an offence), where physical intervention³⁷ was taken for the purposes of averting immediate danger of personal injury to any person (including the child) or to manage a child's behaviour if absolutely necessary. West End Playgroup keeps a record of any occasion where physical intervention is used, and parents and/or carers are informed on the same day, or as soon as reasonably practicable.

³⁷ Physical intervention is where practitioners use reasonable force to prevent children from injuring themselves or others or damaging property.

Safety and suitability of premises, environment and equipment

Safety

- 3.55. West End Playgroup will ensure that the premises, including overall floor space and outdoor spaces, are fit for purpose and suitable for the age of children cared for and the activities provided on the premises. West End Playgroup will comply with requirements of health and safety legislation (including fire safety and hygiene requirements).
- 3.56. West End Playgroup take reasonable steps to ensure the safety of children, staff and others on the premises in the case of fire or any other emergency, and have an emergency evacuation procedure. West End Playgroup have appropriate fire detection and control equipment (for example, fire alarms, smoke detectors, fire blankets and/or fire extinguishers) which are in working order. Fire exits are clearly identifiable, and fire doors are kept free of obstruction and are easily opened from the inside.

Smoking and Vaping

- 3.57. West End Playgroup will not allow smoking in or on the premises when children are present or about to be present. Staff will not vape or use e-cigarettes when children are present and we consider Public Health England advice on their use in public places and workplaces³⁸.

Premises

- 3.58. The premises and equipment are organised in a way that meets the needs of children. West End Playgroup meet the following indoor space requirements⁵⁹:
- Two year olds: 2.5 m² per child
 - Children aged three to five years: 2.3 m² per child

WEPG understands that where these space standards are applied, we cannot increase the number of children on roll because they additionally use an outside area with the exception of Forest School sessions.

³⁸ Public Health England advice in 'Use of e-cigarettes in public places and workplaces' can be found at <https://www.gov.uk/government/publications/use-of-e-cigarettes-in-public-places-and-workplaces> ⁵⁹
These calculations should be based on the net or useable areas of the rooms used by the children, not including storage areas, thoroughfares, dedicated staff areas, cloakrooms, utility rooms, kitchens and toilets.

We understand that Forest School is not required to meet the space standards above as long as children's needs can be met but the indoor space requirements are used as a guide for the minimum area needed.

- 3.59. West End Playgroup provide access to an outdoor play area or, if that is not possible, ensure that outdoor activities are planned and taken on a daily basis (unless circumstances make this inappropriate, for example unsafe weather conditions). West End Playgroup will follow their legal responsibilities under the Equality Act 2010 (for example, the provisions on reasonable adjustments).
- 3.60. Sleeping children are frequently checked to ensure that they are safe³⁹. Being safe includes ensuring that cots/bedding are in good condition and suited to the age of the child, and that infants are placed down to sleep safely in line with latest government safety guidance⁴⁰.
- 3.61. West End Playgroup ensures that there is an adequate number of toilets and hand basins available. There are separate toilet facilities for adults. West End Playgroup ensures that there are suitable hygienic changing facilities for changing any children who are in nappies and we ensure that an adequate supply of clean bedding, towels, spare clothes and any other necessary items are always available.
- 3.62. West End Playgroup has use of the kitchen area with a closing hatch where staff may talk to parents and/or carers confidentially. This is also where staff are able to take breaks away from the areas being used by children.
- 3.63. West End Playgroup only release children into the care of individuals who have been notified to us by the parent, and we ensure that children do not leave the premises unsupervised. West End Playgroup staff take all reasonable steps to prevent unauthorised persons entering the premises⁴¹, and have an agreed procedure for checking the identity of visitors which includes obtaining either a photo of the person to collect, a password or an introduction in person. If a staff member is in any doubt the parents will be contacted for confirmation.

³⁹ NHS advice on Sudden Infant Death Syndrome: <https://www.nhs.uk/conditions/sudden-infant-death-syndrome-sids/>

⁴⁰ Providers may find it helpful to refer to NHS advice for further information on safety of sleeping children: <https://www.nhs.uk/conditions/baby/caring-for-a-newborn/reduce-the-risk-of-sudden-infant-death-syndrome/>

⁴¹ Where childminders are operating out of non-domestic premises which are routinely accessed by members of the public (e.g. a hotel or a community centre), childminders must take all reasonable steps to prevent unauthorised persons entering the part of those premises in which the children are being cared for.

3.64. West End Playgroup has appropriate insurance (e.g. public liability insurance) provided through the Pre School Alliance.

Risk assessment

3.65. West End Playgroup takes all reasonable steps to ensure staff and children in our care are not exposed to risks and we are able to demonstrate how we are managing risks⁴². West End Playgroup finds it helpful to make some written risk assessments in relation to specific issues, to inform staff practice, and to demonstrate how we are managing risks if asked by parents and/or carers or inspectors. Our risk assessments identify aspects of the environment that need to be checked on a regular basis, when and by whom those aspects will be checked, and how the risk will be removed or minimised.

Outings

3.66. Children are kept safe while on outings. West End Playgroup assesses the risks or hazards which may arise for the children, and identifies the steps to be taken to remove, minimise and manage those risks and hazards. The assessments include consideration of adult to child ratios. At WEPG we understand that these risk assessments do not necessarily need to be in writing; and we understand that it for the staff team to judge whether a writing risk assessment for any situation is required.

3.67. West End Playgroup staff do not usually transport children, however should the need ever arise, all vehicles in which children are being transported, and the driver of those vehicles, will be adequately insured.

⁴² Guidance on risk assessments, including where written ones may be required where five or more staff are employed, can be obtained from the Health and Safety Executive.
<https://www.hse.gov.uk/simplehealth-safety/risk/index.htm>

Special educational needs

3.68. West End Playgroup has arrangements in place to support children with SEN or disabilities. We are aware that all providers who are funded by the local authority to deliver early education places must have regard to the Special Educational Needs Code of Practice⁴³. At WEPG we identify a member of staff to act as Special Educational Needs Co-ordinator (SENCO). Jo Weston-Jones is our named SENCO.

Information and records

- 3.69. West End Playgroup maintains records and obtains and shares information (with parents and carers, other professionals working with the child, the police, social services and Ofsted, as appropriate) to ensure the safe and efficient management of the setting, and to help ensure the needs of all children are met⁶⁵. West End Playgroup enables a regular two-way flow of information with parents and/or carers, and between providers, if a child is attending more than one setting. WEPG understands that if requested, we should incorporate parents' and/or carers' comments into children's records.
- 3.70. Records are easily accessible and available (these are kept securely off the premises). Confidential information and records about staff and children are held securely and only accessible and available to those who have a right or professional need to see them⁶⁶. West End Playgroup management are aware of their responsibilities under the Data Protection Legislation⁶⁷ and where relevant the Freedom of Information Act 2000.
- 3.71. West End Playgroup staff understand the need to protect the privacy of the children in their care as well the legal requirements that exist to ensure that information relating to the child is handled in a way that ensures confidentiality. Parents and/or carers are given access to all records about their child, provided that no relevant exemptions apply to their disclosure under the Data Protection Act⁶⁸.

⁴³ www.gov.uk/government/publications/send-code-of-practice-0-to-25

3.72. Records relating to individual children are retained for a reasonable period of time after they have left the provision ⁶⁹.

Information about the child

3.73. West End Playgroup records the following information for each child in their care: full name; date of birth; name and address of every parent and/or carer who is known to us (and information about any other person who has parental

⁶⁵ Guidance on sharing information with relevant services when there are safeguarding concerns is available via: <https://www.gov.uk/government/publications/safeguarding-practitioners-information-sharing-advice>

⁶⁶ The National Cyber Security Centre (NCSC) has published helpful guidance on cyber security: <https://www.ncsc.gov.uk/guidance/early-years-practitioners-using-cyber-security-to-protect-your-settings>

⁶⁷ This includes the Data Protection Act 2018 and General Data Protection Regulation 2018 see: <https://www.gov.uk/government/publications/guide-to-the-general-data-protection-regulation>. ⁶⁸ The Data Protection Act 2018 (DPA) gives parents and carers the right to access information about their child that a provider holds. However, the DPA also sets out specific exemptions under which certain personal information may, under specific circumstances, be withheld from release. For example, a relevant professional will need to give careful consideration as to whether the disclosure of certain information about a child could cause harm either to the child or any other individual. It is therefore essential that all providers/staff in early years settings have an understanding of how data protection laws operate. Further guidance can be found on the website of the Information Commissioner's Office at: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/> ⁶⁹ Individual providers should determine how long to retain records relating to individual children.

responsibility for the child); which parent(s) and/or carer(s) the child normally lives with; and emergency contact details for parents and/or carers.

Information for parents and carers

3.74. West End Playgroup makes the following information available to parents and/or carers via our website, email, WhatsApp messages and newsletters:

- how the EYFS is being delivered in the setting, and how parents and/or carers can access more information
- the range and type of activities and experiences provided for children, the daily routines of the setting, and how parents and carers can share learning at home
- how the setting supports children with special educational needs and disabilities
- food and drinks provided for children
- details of our policies and procedures including the procedure to be followed in the event of a parent and/or carer failing to collect a child at the appointed time, or in the event of a child going missing at, or away from, the setting
- staffing in the setting; the name of their child's key person and their role; and a telephone number for parents and/or carers to contact in an emergency

Complaints

- 3.75. West End Playgroup has a written procedure for dealing with concerns and complaints from parents and/or carers, and we keep a written record of any complaints, and their outcome. West End Playgroup will investigate written complaints relating to their fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint. We understand that the record of complaints must be made available to Ofsted on request.
- 3.76. West End Playgroup makes available to parents and/or carers details about how to contact Ofsted should they believe that we are not meeting the EYFS requirements by contacting Ofsted complaints line on:

Ofsted on 0300 123 4666

If we become aware that we are to be inspected by Ofsted we will notify parents and/or carers. After an inspection by Ofsted West End Playgroup will supply a copy of the report to parents and/or carers of children attending on a regular basis.

Information about West End Playgroup

- 3.77. West End Playgroup will hold the following documentation:
- name, home address and telephone number of anyone employed on the premises.
 - name, home address and telephone number of anyone else who will regularly be in unsupervised contact with the children attending the early years provision
 - a daily record of the names of the children being cared for on the premises, their hours of attendance and the names of each child's key person
 - our certificate of registration (which must be displayed at the setting and shown to parents and/or carers on request)

Changes that must be notified to Ofsted

- 3.78. West End Playgroup will notify Ofsted of any change:
- in the address of the premises (and seek approval to operate from those premises where appropriate); to the premises which may affect the space available to children and the quality of childcare available to them; in the name or address of the provider, or the provider's other contact information; to the person who is managing the early years provision; in the persons aged 16

years or older living or working on any domestic premises from which childminding is provided; or to the persons caring for children on any premises where childminding is provided⁴⁴

- any proposal to change the hours during which childcare is provided; or to provide overnight care
- any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children
- where the early years provision is provided by a company, any change in the name or registered number of the company
- where the early years provision is provided by a charity, any change in the name or registration number of the charity
- where the childcare is provided by a partnership, body corporate or unincorporated association, any change to the 'nominated individual'
- where the childcare is provided by a partnership, body corporate or unincorporated association whose sole or main purpose is the provision of childcare, any change to the individuals who are partners in, or a director, secretary or other officer or members of its governing body

3.79. Where providers are required to notify Ofsted about a change of person except for managers, as specified in paragraph 3.78 above, West End Playgroup will give Ofsted the new person's name, any former names or aliases, date of birth, and home address. If there is a change of manager, West End Playgroup will notify Ofsted that a new manager has been appointed. Where it is reasonably practicable to do so, notification must be made in advance. In other cases, notification must be made as soon as is reasonably practicable, but always within 14 days. A registered provider who, without reasonable excuse, fails to comply with these requirements commits an offence.

Other Legal Duties

3.80. The EYFS requirements sit alongside other legal obligations and do not supersede or replace any other legislation which West End Playgroup will still meet. For example, where provision is taking place in maintained schools there is other legislation in place with which headteachers, teachers and other practitioners must comply with. Other duties on providers include:

⁴⁴ A person is not considered to be working on the premises if none of their work is done in the part of the premises in which children are cared for, or if they do not work on the premises at times when children are there.

- employment laws;
- anti-discriminatory legislation;
- health and safety legislation;
- data collection regulations;
- duty of care.

Annex A: Criteria for effective Paediatric First Aid (PFA) training

1. Training is designed for workers caring for young children in the absence of their parents and is appropriate to the age of the children being cared for.
2. Following training an assessment of competence leads to the award of a certificate.
3. The certificate must be renewed every three years.
4. Adequate resuscitation and other equipment including baby and junior models must be provided, so that all trainees are able to practice and demonstrate techniques.
5. The **emergency PFA** course should be undertaken face-to-face⁴⁵ and last for a minimum of 6 hours (excluding breaks) and cover the following areas:
 - Be able to assess an emergency situation and prioritise what action to take
 - Help a baby or child who is unresponsive and breathing normally
 - Help a baby or child who is unresponsive and not breathing normally
 - Help a baby or child who is having a seizure
 - Help a baby or child who is choking
 - Help a baby or child who is bleeding
 - Help a baby or child who is suffering from shock caused by severe blood loss (hypovolemic shock)
6. The **full PFA** course should last for a minimum of 12 hours (excluding breaks) and cover the elements listed below in addition to the areas set out in paragraph 5 (the emergency PFA training elements outlined in paragraph 5 should be delivered face to face).
 - Help a baby or child who is suffering from anaphylactic shock
 - Help a baby or child who has had an electric shock
 - Help a baby or child who has burns or scalds
 - Help a baby or child who has a suspected fracture
 - Help a baby or child with head, neck or back injuries
 - Help a baby or child who is suspected of being poisoned
 - Help a baby or child with a foreign body in eyes, ears or nose
 - Help a baby or child with an eye injury
 - Help a baby or child with a bite or sting
 - Help a baby or child who is suffering from the effects of extreme heat or cold

⁴⁵ Face to face means trainers are physically present with their trainees. This excludes the use of online platforms.

- Help a baby or child having: a diabetic emergency; an asthma attack; an allergic reaction; meningitis; and/or febrile convulsions
 - Understand the role and responsibilities of the paediatric first aider (including appropriate contents of a first aid box and the need for recording accidents and incidents)
7. WEPG ensures that paediatric first aiders undertake annual refresher training, during any three year certification period to help maintain basic skills and keep up to date with any changes to PFA procedures.

Annex B: Safeguarding Documents and contact information:

Phone: 0300 470 9100 (Monday – Friday 9am – 5pm)

Out of hours phone: 01483 517898 to speak to our emergency duty team.

Email: cspa@surreycc.gov.uk

If you are concerned about the safety of a child or young person you can contact the Surrey Children's Single Point of Access (SPA).

The C-SPA Request for Support team are temporarily based at [Fairmount House](#), Leatherhead and acts as the front door to children's services in Surrey.

The MAP team (who are part of C-SPA) are based in [Quadrant Court](#), Woking.

The C-SPA provides residents and people who work with children in Surrey with direct information, advice and guidance about where and how to find the appropriate support for children and families.

Surrey Safeguarding Children's Partnership partnership.team@surreycc.gov.uk.

Local area contact for North East Surrey: 0300 123 1610

The north east area covers the following three boroughs:

- [Elmbridge](#) (Esher, Walton on Thames and Weybridge)

See: <https://www.surreycc.gov.uk/social-care-and-health/childrens-social-care/contact-childrens-services>

0300 123 1650

Local Authority Designated Officer (LADO)

The LADO Service manages allegations against individuals who work or volunteer with children in Surrey. If you have a concern regarding someone who works with children please contact the LADO on **0300 123 1650*** or LADO@surreycc.gov.uk.

Useful documentation: What to do if you are worried a child is being abused

<https://www.gov.uk/government/publications/what-to-do-if-youre-worried-a-child-is-being-abused--2>

Safeguarding Policy

The aim of this policy is to reassure employees, parents/carers and children that West End Playgroup has a duty to be aware that abuse does occur in our society. The following statement lays out the procedures that will be taken if we have reason to believe that a child in our care is subject to either:

- Emotional,
- Physical,
- Sexual abuse,
- Neglect.

West End Playgroup understands that any concerns about abuse must be reported first to the Surrey safeguarding children's partnership:

Contact Centre for allegations about children on: 0300 470 9100. Out of hours phone: 01483 517898

See <https://www.surreycc.gov.uk/social-care-and-health/childrens-social-care/contact-childrens-services>

Surrey County Councils local authority child protection designated officer (LADO) for allegations against a member of staff Call: 0300 123 1650 or LADO@surreycc.gov.uk. The Police in all cases: Call 999

Ofsted must also be informed. Call: 0300 123 1231

West End Playgroup further aims to reassure employees, parents/carers and children of their duty by ensuring that all staff members attend regular training sessions (in-house and those held by the Local Authority) in respect of this matter.

At West End Playgroup we intend to create an environment in which children are safe from abuse, and in which we respond to any suspicion of abuse promptly and appropriately.

This statement should be considered in conjunction with other policies and procedures set out by West End Playgroup, namely:

1. Behaviour Management Policy;
2. Policy on permissible forms of Physical contact
3. Incident of Physical contact form.
4. Complaints and Grievances Policy.
5. Complaints/incident forms;
6. Procedure for allegation made against a member of staff or volunteer;
7. Whistle blowing policy

Emotional Abuse

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

Procedure:

- a. If we have a concern about a child, we will share information with parents/carers. However, if sharing information may put the child at risk of significant harm, we will seek advice from the Duty Assessment Team via the Social Services Contact Centre.
- b. If we feel the child will be at risk of significant harm if allowed to go home with a parent/carer, we will seek advice from the Duty Assessment Team via the Social Services Contact Centre.
- c. Ofsted will also be informed.

Physical Abuse

Action will be taken under this heading if the staff have reason to believe that there has been a physical injury to a child, where there is definite knowledge, or a reasonable suspicion that the injury was inflicted or knowingly not prevented.

Procedure:

- a. Any sign of a mark/injury to a child when they come into the playgroup will be recorded in the Accidents at Home file.
- b. If we have a concern about a child, we will share information with parents/carers. However, if sharing information may put the child at risk of significant harm, we will seek advice from the Duty Assessment Team via the Social Services Contact Centre.
- d. If we feel the child will be at risk of significant harm if allowed to go home with a parent/carer, we will seek advice from the Duty Assessment Team via the Social Services Contact Centre.
- e. Ofsted will also be informed

Sexual Abuse

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

Procedure:

- a. The observed instances will be reported to the Manager/Deputy & Chairperson if appropriate and recorded.
- b. The matter will be referred to the Duty Assessment Team via the Social Services Contact Centre and Ofsted.

Neglect.

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

Procedure:

- a. If we have a concern about a child, we will share information with parents/carers. However, if sharing information may put the child at risk of significant harm, we will seek advice from the Duty Assessment Team via the Social Services Contact Centre.
- b. If we feel the child will be at risk of significant harm if allowed to go home with a parent/carer, we will seek advice from the Duty Assessment Team via the Social Services Contact Centre.
- c. All such suspicions and investigations will be kept confidential and shared only with those who need to know.
- d. Ofsted will be informed.

Early support.

West End Playgroup staff understand that the Early Support procedure is designed to help them to understand what to do if they have concerns about a child and to find out whether the child has additional needs or needs that mean they have been, or are likely to be, significantly harmed. Early support documentation is held by our named SENCO Jo Weston-Jones and all staff refer any such concerns to her and the manager.

<https://www.surreycc.gov.uk/people-and-community/family-information-service/support-for-children-with-special-educational-needs-or-a-disability/surrey-early-support-service-for-young-children-with-disabilities>

Exclude known abusers:

It will be made clear to applicants for posts within the West End Playgroup that the position is exempt from the provisions of the Rehabilitation of Offenders Act 1974

All applicants who work at the West End Playgroup will be interviewed before any appointment is made. References will be asked for and taken up. In the case of applicants with unexplained gaps in their employment history or who have moved rapidly from one job to another, explanations will be sought. All applicants will be required to have a Disclosure and Barring Service (DBS) check.

Policy on Permissible forms of Physical Contact between Adults and Children at West End Playgroup:

The aim of this policy is to protect employees and children of West End Playgroup. By providing limits to permissible forms of physical contact it aims to avoid any innocent actions being misconstrued. This policy assumes that the children of West End Playgroup are protected from unwanted physical contact via the Group's discipline policy, job descriptions and child protection policy.

An adult may initiate appropriate physical contact with a child when:-

1. A child is upset for any reason or is in need of extra reassurance;
2. A child needs help putting on or taking off clothes
3. A child's nappy needs changing;
4. A child needs help with a physical task such as using scissors, climbing, balancing etc.
5. A child is putting him/herself or others in danger and needs to be restrained.
6. All physical contact should only last as long as the situation dictates.
7. Adults should discourage children from staying on their lap etc, for longer than is necessary.
8. A child is unhappy about a parent/carer leaving them and the parent/carer has confirmed that they wish the child to be held by a staff member to facilitate their leaving.

If a child initiates a display of affection, seeks physical reassurance or is violent then:

1. The adult should respond naturally but for only as long the situation dictates.
2. It is not the aim of this policy to limit the responses given to children when they express themselves physically.
3. If a child tries to touch an adult inappropriately, they should not be allowed to do so even if it seems innocent or playful or affectionate. Any such behaviour should be discussed with the Manager, Deputy and the child's key person. All such incidents must be reported on an incident sheet.

Policy on Photographing Children and mobile phones

1. All parents will be asked to sign a release form on registration to allow staff to take photographs of their children.
2. The mobile phones of Helen Yates, Jo Weston-Jones and Jess Lloyd will be used to take photographs in the hall, outside area and on nature walks and forest school. Any other staff member needing to take photographs of children will obtain

permission from manager. At no time will mobile phones or cameras be used in the toilet areas at playgroup or at forest school with the exception of point 4 below.

3. Photographs will be taken as observations and for evidence of activities to send to parents via WhatsApp or some other secure messaging app..
Photographs without showing the children's faces will be used for the West End Playgroup Facebook page, Instagram account and the Website. Photographs showing children's faces will only be used with the express permission of the parent/carer.
4. If any photograph needs to be taken of a child without clothes on, for example if concerns are raised about bruising etc, it will be taken by the senior staff member on duty, with at least one other member of staff in attendance.
5. All staff members with the exception of the line manager on duty and/or the DSL will leave their mobile phones in the kitchen area in a box but will be required to take them on nature walks and forest school.
6. Parents will be asked to refrain from using their mobile phones in the setting and at drop off and pick up times.
7. When children leave the setting to transfer to another setting or school, all photos of them will be deleted from phones and computers unless they are used for marketing purposes with the express permission of the parent/carer.
8. Parents/carers will not be permitted to take photographs or videos of the group except in exceptional circumstances such as the Christmas show. In these instances, parents will be required to sign a permission form for the photographing/video recording of their child by other parents/carers.

If an allegation is made against a member of staff

At West End Playgroup all allegations made by a parent, staff member or a child towards a staff member or volunteer helper will be considered seriously.

West End Playgroup are aware that the Local Authority (DUTY ASSESSMENT TEAM) must be contacted in order to inform them of the allegation - this will usually be done once an initial investigation into the allegation has taken place but, depending on the seriousness of the allegation, they may be contacted at any stage on: 0300 470 9100. Out of hours phone: 01483 517898

See <https://www.surreycc.gov.uk/social-care-and-health/childrens-social-care/contact-childrens-services>

Surrey County Councils local authority child protection designated officer (LADO) for allegations against a member of staff Call: 0300 123 1650 or LADO@surreycc.gov.uk.
The Police in all cases: Call 999

Ofsted must also be informed. Call: 0300 123 1231

The Local Authority – Duty Assessment Team can also be contacted for support.

This is in no way an indication that the management of West End Playgroup do not trust their staff fully, but is a matter of good practice.

Parents are advised that if they wish to make a complaint, they should follow the procedure below.

Procedure:

1. Contact the most senior member of staff not involved in the allegation, or the Chairperson. This person will listen to the person making the allegation in private.
2. The person making the allegation will be invited to record their allegation, or if it is preferable the interviewing staff member will record it for them and ask them to sign it.
3. The staff member against whom the allegations have been made, will also be listened to in private by the most senior member of staff not involved in the allegation or the Chairperson.
4. The staff member against whom the allegations have been made will also be asked to record their account in writing.
5. Any adult witnesses will be interviewed for their account
6. Any adult witnesses will be asked to record their observations and sign the record.
7. Any injuries will be recorded and witnessed.
8. If the interviewing staff member believes the allegation to be unfounded, they will meet with the person making the allegation and explain their reasons for this.
9. If the person making the allegations finds these reasons given to be unsatisfactory, they will be advised to contact: The Local Authority – Duty Assessment Team and Ofsted’s complaints department. In this instance, copies of all statements taken will be sent to The Local Authority – Duty Assessment Team and Ofsted and copies kept in the child protection folder for 2 years.
10. If the interviewing senior person has any reason to believe there may be some substance to the allegation the accused member of staff will be suspended on full pay until the matter is resolved.
11. All staff are aware of their rights to join any one of the Unions who will be able to support them through the investigation.
12. Written records of all interviews will be sent to Ofsted and a course of action agreed upon depending on the nature of the situation.

All staff members should note that being interviewed following an allegation is not an indication that they are not trusted. If circumstances are so unfortunate as to require a temporary suspension while the matter is looked into, this is also not to be taken as any form of judgment. This is to ensure the safety of the children.

Procedure following Major or Minor Incident.

1. Inform manager and deputy immediately.
2. In case of major incident (child lost or hurt) Manager or deputy to gather witness statements from all staff.
3. Inform parent immediately (major) or at time of pick up (minor).

In case of major incident/accident

4. HG inform Chair of committee
5. HG inform insurance company.
6. HG inform Ofsted (major incidents only on advice of PSLA & ECO).

7. Disciplinary procedure will be followed if necessary.

[Information and complaints](#)

Complaints and Grievance Procedure

Any grievance or complaint arising out of staff employment, child care provision or parent/carer situation shall be dealt with by the Manager/Chairperson and/or the Office for Standards and Education (Ofsted).

- (a) In the first instance the complainant should report their grievance or complaint to the Manager/Chairperson who shall attempt to resolve the matter informally.
- (b) If the grievance or complaint is not resolved to the complainant's satisfaction within a reasonable period of time, 5 working days, the person should set out grievance or complaint in writing and deliver same to the Manager/Chairperson.
- (c) It shall be the duty of the Manager/Chairperson to investigate the grievance or complaint within a reasonable time, 28 working days, after receipt thereof and to hear all evidence of the complainant or that of designated representatives together with any other evidence she considers relevant and to take such steps as he/she deems necessary to resolve the issue.
- (d) The Manager/Chairperson shall notify the complainant as soon as possible of his/her decision and the proposed action to be taken (if any).
- (e) If the grievance or complaint remains unresolved, the Ofsted Inspection Team for the Surrey area shall be approached in writing to arbitrate in resolving the complainant's grievance or complaint.
- (f) All complaints whether verbal or in writing will be recorded in the complaints file listing held at playgroup. This file will hold all relevant information in respect of the complaint including: the nature of the complaint; the action taken initially; subsequent action; a review of the action taken.

Contact Details for the Office of Standards and Education (Ofsted) are:

To complain about a childcare provider, get in touch with Ofsted at enquiries@ofsted.gov.uk or

Telephone 0300 123 4666.

<https://contact.ofsted.gov.uk/online-complaints>

We believe that most complaints are made constructively and can be addressed and resolved in the early stages. We also believe that it is in the best interests of the Group that all complaints should be taken seriously and dealt with fairly and in a way that respects confidentiality. Most complaints can be resolved informally.

[Whistle Blowing Policy.](#)

The Public Interest Disclosure Act 1998 protects workers who 'blow the whistle' about wrongdoing. It applies where a worker has a reasonable belief that their disclosure tends to show one or more of the following offences or breaches:

- a criminal offence;
- the breach of a legal obligation;
- a miscarriage of justice;
- a danger to the health and safety of any individual;
- damage to the environment; or
- deliberate covering up of information tending to show any of the above.

West End Playgroup strongly supports measures, which protect whistle-blowers from any form of victimisation. West End Playgroup has a procedure to ensure that concerns are dealt with effectively and efficiently and will do all that they can to preserve the confidentiality of workers who raise such concerns.

Staff who genuinely believe that people they work with are behaving in a way that seems wrong or have a serious concern about an aspect of service will be doing their duty and acting in the public interest by speaking out.

[How to raise a concern – Procedure.](#)

The procedure seeks to encourage and enable individuals to disclose information through appropriate channels first, rather than going directly to an outside person or body. As a first step, concerns should normally be raised with Helen Yates (Manager). This depends, however, on the seriousness and sensitivity of the issues involved and who is suspected of any wrongdoing. Staff can raise concerns to Surrey Early Years and Childcare Service or the Committee as a third option.

Concerns may be raised verbally or in writing. Staff who wish to make a written report are advised to set out the background and history of the concern, giving names, dates and places, where possible, and the reasons for making the disclosure. This will make the investigation easier to complete.

Although a member of staff is not expected to prove beyond doubt the truth of the allegation, they will need to demonstrate that they have an honest and reasonable suspicion that malpractice has occurred, is occurring or is likely to occur.

West End Playgroup will respond to any concerns raised. In order to protect a member of staff who raises a concern and those accused of wrong-doing, initial enquiries will be made to decide whether an investigation is appropriate and, if so, what form it should take.

Concerns or allegations which fall within the scope of specific procedures (for example, conduct or discrimination issues) will normally be referred for consideration under those procedures.

Some concerns may be resolved by agreed action without the need for investigation. If urgent action is required this will be taken before any investigation is conducted. Staff will be told how West End Playgroup proposes to deal with a concern within ten working days of the concern being brought to their attention.

All concerns will be treated with confidence and every effort will be made not to reveal a staff member's identity, if they so wish. However, while making all reasonable efforts to maintain the confidentiality of the matter as a whole, at a certain stage in the investigation it will be necessary to make the origin of the complaint known to the person or persons the allegations concern.

All concerns raised within the remit of this procedure will be assessed to determine if the confidentiality extends to withholding the name of the complainant. There shall be a substantial reason for doing so, such as a real risk of personal harm.

Complainants should be aware however, that their identity may be revealed by inference.

Untrue allegations

West End Playgroup accepts that deciding to report a concern can be very difficult and uncomfortable. If a member of staff makes an allegation in good faith, but it is not confirmed by the investigation, no action will be taken against him/her. If, however, a member of staff makes an allegation frivolously, maliciously or for personal gain, disciplinary action may be taken against them.

Ofsted Whistle Blowing Hotline:

Ofsted have a dedicated whistle-blowing hotline 0300 1233155 which is manned between 8am to 6pm Monday to Friday. Whistle-blowing disclosures can also be submitted to Ofsted by e-mail to: whistleblowing@ofsted.gov.uk or by post to Ofsted, Picadilly Gate, Store Street, Manchester, M1 2WD. You can also contact the [NSPCC National Whistleblowing Advice Line](#).

Premises and Security

Procedure for the Safe Arrival and Departure of Children:

The front door will remain locked throughout the session and will only be opened by a staff member.

A member of staff is to be positioned at the front entrance hall at beginning and end of session to monitor arrival and departure of children.

Procedure for the arrival and departure of children:

A member of staff will be stationed at the outer door and will unlock and relock the door to allow the children to enter and exit. This staff member is responsible for ensuring that no child leaves the building without their parent or carer being available and ready to collect them. The register will be completed with arrival and departure times for each child on entry and exit from the building. If a person other than the know parents or carer is to collect the child this must be notified to the manager in writing and a picture of the person collecting or a password must be provided.

Procedure for the Prevention of Unauthorised Access:

Front door is always kept locked during session. Any potential parents/carers are required to make an appointment leaving their details including their telephone number. A member of staff will escort all visitors at all times. Engineers who visit will be asked for their identification and this will be checked by staff who may telephone the company concerned and will be required to sign in and out of the diary with their company's name and telephone number.

Procedure in the event of an uncollected child

Parents should arrive before 12.30pm (morning session) and 4.30pm (afternoon session) for a prompt exit from playgroup. If a child is not collected by the parent/carers at this time the manager will contact the parent/carers by telephone and ask them to come as soon as possible to collect. If the practitioner is not able to contact the parent then all the emergency contact details will be tried until someone is able to either contact the main carer or come to collect the child. If no emergency contacts are available then social services duty team will be contacted for advice. The most senior staff member will stay with the child until the child is collected or as advised by social services. If the hall needs to be vacated due to other groups using it the staff member will sit in one of the staff's cars with the child until the situation is resolved. This staff member will ensure that they have the child's contact details and a telephone with them.

Any expenses incurred by staff during this period (e.g. lunch for the child) will initially be covered by West End Playgroup and will subsequently be charged to the parent/carers.

Outings

West End Playgroup do not take children on organised outings without parents/carers present apart from Forest School Sessions and nature walks. Please see the separate policy for Forest School.

In the event of a lost child

The following procedures should fall into action immediately that a child is suspected missing or a breach of security is found (such as the front door being found open).

Procedure:

1. All the children must be gathered immediately into one safe room or area.
2. An adult should remain with this group of children at all times.
3. A delegated member of staff should call the register to ensure that the child is missing.
4. The remaining members of staff should search the premises including the toilets, kitchen, outside area and staff toilets.
5. The search should continue into the surrounding roads adjacent to the Hall calling the child's name loudly.
6. If on an outing, the remaining members of staff should search the immediately vicinity calling the child's name loudly.
7. If the child is not found within a few minutes, one of the searchers should continue to search the area outside whilst the other member of staff returns to the building.
8. If the child has not been found, the member of staff should call the child's parents and dial 999 to report the incident to the police.
9. If on a group outing and within a secured area, the member of staff not continuing to search should report the missing child to the security.
10. If the outing is not within a secure area the member of staff should dial 999 and report the missing child to the police.
11. Ofsted should also be notified by phone immediately
12. The manager (if not present) and the Chairperson should be notified immediately.
13. The incident should then be recorded in the incident file.

Following an incident of this nature, the cause of the incident must be established to satisfaction of all practitioners and the parents involved. The purpose of establishing the cause very clearly is not to establish blame, but to be able to ensure that it will never happen again. An action plan must be drawn up to tackle the issues and implement changes immediately.

Procedure for the use of the outside play area:

The aim of these procedures is to ensure the safety of the children. The area will be checked before any children go outside for foreign objects and if necessary, the area will be swept. The gate between the hall and the club next door will be locked. The gate to the outside pavement will also be closed and locked. (A combination padlock is currently used).

1. Children should put on appropriate outdoor clothing depended on weather conditions.
2. The doors should be secured by the catches
3. Children should be free to share the activities on offer.
4. Practitioners should monitor and watch the children.
5. A practitioner shall position themselves by the fence in the event that a member of the public or their vehicle approaches the playgroup while the children are outside.

6. No child should be allowed to climb on the rails.
7. Children should walk back carefully into the main hall area.
8. Before closing the doors to the outside area all outside areas including play equipment should be checked for children.

The surrounding fields of the village hall do not form part of the registered outside area. However, if the parent/carer of the child has signed a permission form, practitioners may take groups of children on to the field for organised 'play' or 'PE' or on Forest School sessions and nature trails.

Forest School Sessions & Nature Walks

Forest School sessions and Nature walks are a very enjoyable, educational and fun part of West End Playgroup's curriculum. However, we recognise that taking young children on walks and forest school sessions into the local woods involves a great deal of organisation and an assessment of the risk. The most important thing is keeping children safe on these sessions and the following procedure has been drawn up to minimise any risk.

Procedure for Forest School & Nature Walk.

For nature walks and forest school, we will normally take a maximum of 16 children in a ratio 1:4 for under 3's and 1:6 for over 3's if a qualified practitioner is present.

Before leaving the building

The forest school or walking register will be taken naming which children will present at the forest school session/walk. This register will be kept in the first aid rucksack. A register of children who are remaining behind will be held at playgroup.

All adults & children will wear fluorescent tabards; this makes it much easier for staff and helpers to identify our WEPG children in the woods.

At least one staff member will take a mobile phone & all staff and helpers will wear a whistle. A safety talk will be given to both helpers & children to explain the use of the whistle; safety procedures & where we will be walking, adult helpers will be made aware of their responsibilities while on the walk including where they will be while crossing the road.

Crossing the Road

The children will line up with the adults in the enclosed outdoor play area whilst the practitioner checks the traffic.

Only when there is a break in the traffic will we allow the children to exit from this area. This will ensure that no children will have to wait on the very narrow pavement.

1. Children will only cross once the road is clear of on-coming traffic.
2. A staff member will continue to monitor the road

Grouping of children and Adults

No child should ever be out of an adult's sight and/or hearing.

It is everyone's responsibility, including parent helpers, to ensure that the children are as closely grouped as possible.

A mobile phone will be carried by (at least) one member of staff on the walk.

One member of staff will always be at the front of the walk to ensure that the children do not disappear from site and one will follow up and ensure that no child is left behind.

To avoid confusion, volunteer walkers should ensure that they are aware at all times where their own child is within the group. To ensure that we keep within our adult: child ratios we cannot accept any responsibility for other non WEPG children brought on the walks as our insurance does not cover them and we also cannot include them in our walking ratios.

First Aid Bag

A fully kitted First Aid bag specifically for nature walks/forest school will be taken out along with whistles, a mobile phone, cleansing wipes, emergency contact list and telephone numbers.

Clothing

All children should wear Wellington boots regardless of weather/season. This avoids them spoiling their shoes and bringing in any mud or dogs/geese poo into the playgroup that could potentially be a health hazard.

Appropriate clothing should be provided by parents and worn by children – i.e. sun hats in summer and hats, gloves and coats in winter in addition to wellies.

Whistle

Each member of staff will carry a whistle. Once the whistle has been blown all children/adults should stop immediately and wait for the next instruction.

The whistle will be used when

1. a child has broken from the main group or is running away from the group
2. there is a perceived element of danger that cannot be communicated verbally.
3. a child needs medical attention and this cannot be communicated verbally.

Headcounts

The following headcounts will be taken throughout the walk.

1. As the children exit the building
2. As the children enter the woods
3. As the children exit the woods
4. As the children wait to cross the road
5. As the children cross the road

6. As the children enter the building
7. And at any time throughout the walk or forest school session.

For the nature walk, contact will be made with the playgroup once we have assembled on the white painted line a short distance away from the three posts to say that we are returning. Children must wait common side of the posts until they cross. Minimum of two adults must wait with the children.

Accidents on Forest School Sessions & Nature Walks.

We are very aware of the many risks associated with forest school sessions and nature walks. There are several ponds within the area and whilst it is lovely to see the wildlife, particular care and vigilance by all adults around this area is essential.

Dependent on the type of accident it may be that we will have to escort the remaining children back to the playgroup.

1. If the injured child cannot be moved safely then one member of staff will remain with the child and an ambulance will be called the playgroup and manager will be called as soon as possible if not present.
2. One member of staff and the remaining adults will walk the remaining children back to WEPG.
3. The child's detailed medical records/files will be ready to give to the emergency services in the event that the parent is not contactable.
4. The remaining members of staff at the playgroup will request the assistance of some of the parents to help look after the all the children at WEPG.
5. The parent of the injured child will be telephoned immediately.

All staff have received First Aid training and will deal with minor cuts and abrasions at the time. Any major accidents or incidents will be followed up by writing it in the accident book when they return to WEPG.

Additional notes for Forest school sessions.

Our Forest School Site Located on West End Common, OS grid ref: TQ 1263.

The landowner and manager of the site is Elmbridge Borough Council.

While at forest school children will be taught about the dangers of fire and will observe the fire circle rules.

Equal Opportunities Policy

As defined by the Oxford English Dictionary, Equal Opportunities mean:

“Treating everyone (staff, children, parents and anyone who has contact with the playgroup) with equal concern to their Individual needs”

Without prejudice, West End Playgroup aims to treat everyone who has contact with it as individuals regardless of their:

- Religion
- Racial origin;

- Cultural background;
- Linguistic background;
- Sex;
- Social Group;
- Disability.

West End Playgroup works in accordance with all the relevant legislation, including:

Race Relations Act 1976, 2000

Sex Discrimination Act 1975

Education Act 1981, 1993,1996

Disabled Persons Act, 1986

Children Act 1989, 2004

Disability Discrimination Act 1995

Disability Rights Commission Act 1999

Special Educational Needs and Disability Act (SENDA) 2001

Childcare Act 2006

Equality Act 2010

We believe the Group's activities should be open to all children and their families and to all adults committed to their welfare. We aim to ensure that all those who wish to work in, or volunteer to help with our preschool will have an equal chance to do so. Likewise, all activities that are planned within the group for the children take into account the diversity of the group so that no child/person should feel excluded.

We value diversity. In particular the following specific policies and procedures are currently in place which we believe will enhance the nursery's strong equal opportunities belief:

1. Admissions Procedure;
2. Settling in Procedure;
3. Behaviour Management Policy;
4. Complaints and Grievances procedure;
5. Staff Management which includes; recruitment, job descriptions; training and appraisals;
6. Procedure for unvetted person who spend time within the nursery;
7. Curriculum control;
8. Child development records.
9. Special Educational Needs (SEN);

Policy Statement on the integration of children With Special Needs

West End Playgroup is committed to the integration of children with special needs. Jo Weston-Jones is named SENCO. Our philosophy is that children with a special need have a right to be educated and to develop to their full potential alongside other children. We aim to provide a stimulating atmosphere and appropriate learning opportunities for all children. Everyone stands to gain if all children are allowed to share the same opportunities and helped to overcome any disadvantages they may have to face. We also aim to have regard to the DfES Code of Practice on the Identification and Assessment of children with special educational needs.

How will integration be achieved?

- (a) Access
 - (i) Wide doors are available for wheelchairs.
 - (ii) All areas are accessible for wheelchairs
 - (iii) The play area is on one level.
 - (iv) Suitable bathroom, toilet and changing facilities are available.
 - (v) We will assess each child's needs in terms of access and adapt our facilities, if permitted, as appropriate.
- (b) Support and expertise.
 - (i) Jo Weston-Jones is our nominated Special Needs Co-ordinator, she regularly undertakes training to update her skills.
 - (ii) Outside agencies, including the Health and Education Authorities, will be called on to give advice and support and the staff team will receive training where appropriate.
 - (iii) Staff will work together with the parent/main carer as partners to give day to day care for the child and the parent/carers will be given support by all the staff team.
 - (iv) We ensure that all children are treated as equals and are encouraged to take part in every aspect of the Group's activities. All children will be involved in the daily routine. When outings are being organised, children with special needs will always be included.
 - (v) Wherever possible we promote positive images of those with special needs.

Early support in relation to special educational needs.

West End Playgroup staff understand that the Early Support procedure is designed to help them to understand what to do if they have concerns about a child and to find out whether the child has additional needs or needs that mean they have been, or are likely to be, significantly harmed. Early help documentation is held by our named SENCO and all staff refer any such concerns to her and the manager/deputy. West End Playgroup are aware of the help available from the local authority and have access to their website.

<https://www.surreylocaloffer.org.uk/kb5/surrey/localoffer/site.page?id=NpVDtph7brU>

Procedures for Identification and Assessment Process Including Special Educational Needs

In conjunction with the school's special educational needs policy the following is a guideline to the identification and assessment process in respect of each child who attends West End Playgroup.

1. Each child will be allocated a key person.
2. The key person is responsible for settling the child into the group.
3. The key person is responsible for liaising and keeping the parents/carer informed of their child's progress.
4. The key person will ensure that each child receives plenty of adult time and attention.
5. Each key person will observe and record the children in their group on an individual basis throughout the course of each session.
6. If special equipment is required the SEN co-ordinator will discuss and liaise with the parent and the manager as to how the Group and parent can help purchase or borrow it.
7. Plans will be prepared for each child and attainable goals will be set to enable each child to reach their full potential.
This will be in relation to the Early Learning Goals as detailed in the Early Years Foundation Stage.
8. Parental involvement is encouraged at all times.
9. Should the key person feel that the child is not developing and additional help and advice is needed, she will, in the first instance, speak to the SENCO.
10. After a staff group discussion, the SENCO will arrange to spend time and observe the child and report back to the group.
11. An additional Education, Health and Care Plan (EHCP) may be prepared for the child in consultation with the parent to ensure that the school is meeting the individual needs within the normal environment of the classroom.
12. At no time will any decisions be made about the child without parental involvement and agreement, this will be in accordance with the Code of Practice.
13. If it is felt that further help is required to progress the development of a child, the school will seek the help of outside agencies, only with parental permission and agreement. This will be in accordance with Code of Practice
14. West End Playgroup will be happy to give advice and support on matters of assessment and statementing procedures, the details of which can be found in the DfES Special Educational Needs – A guide for parents.
15. We encourage all our staff to attend in-service training on special needs as arranged by the Pre-School Learning Alliance and the Local Authority.
16. At all times staff will remain sensitive to both the parent and child's privacy.

Admissions Policy

West End Playgroup operates an Equal Opportunities Policy, therefore all children are welcome under the following guidelines.

1. Children aged 2 years to 5 years of age are welcome to attend.

2. The child's passport or birth certificate will need to be viewed upon registration.
3. A minimum of two sessions are recommended.
4. West End Playgroup operates a waiting list to start playgroup based on the following criteria.
 - (a) A child who has been recognised as having special educational needs
 - (b) Referrals from Social Services or Homestart
 - (c) Sibling of a child attending the playgroup
 - (d) West End family
 - (e) Others

Upon starting sessions are offered on the following criteria:-

- (a) those starting school next year
- (b) other EYFE funded children
- (c) non EYFE funded children

In order to achieve this the group will ensure:

- a) That the existence of the group is widely known in the community. Notices advertising the group will be placed in all sections of the community including the Direct.gov website.
- b) Ensure that the Playgroup makes its Equal Opportunities policy known that it welcomes all families, relations and carers, including childminders and nannies and makes it clear that it welcomes people from all cultural, ethnic, religious and social groups and those with or without disabilities.
- c) That the gender and ethnic background of those children joining the group is monitored to ensure that no accidental discrimination is taking place
- d) That the opening times and attendance patterns are reviewed regularly in consultation with parents and staff to ensure that these times are not excluding any part of the community.

Procedure for admission to playgroup – Fees and notice periods.

1. A registration form can be downloaded from the playgroup website at <http://westendplaygroup.com/> or will be sent following an enquiry or given to the parent/carer during their viewing of playgroup.
2. On receipt of a completed registration form and £100 registration fee the child's details will be entered on the session plan but no start date or sessions will be assigned. (At this point the parent/carer can cancel their child's registration but in doing so will forfeit the registration fee)
3. The playgroup manager will contact the parent to discuss start date and session availability.
4. Fees are to be paid within 28 days of invoice date. Any fees that remain outstanding past this time may result in a child's place being forfeit. If a parent cancels their child's place or reduces their requested number of sessions with less than one half terms written notice the fees remain due and will not be refunded.
5. If a parent delays the agreed start date with less than one half terms notice, then fees will be payable from the original start date until the end of the half term.

6. If a child leaves West End Playgroup to attend another setting with less than one terms notice funding will be claimed in accordance with the Surrey Early Years Free Entitlement guidance.

Settling In Procedure

One of the aims at West End Playgroup is to ensure a safe, secure and happy environment for every child. We believe the 'settling in' time should be handled with great care for all concerned. Therefore, we aim to work with the parents/carers very closely. Some of the steps to be taken to ensure that this is implemented will include.

1. The staff of West End Playgroup aim to work in complete partnership with parents/carers to settle their child into the Group's environment. West End Playgroup has a key person approach to settling.
2. The child and parent/carer will be invited to visit West End Playgroup as many times as the parent/carer want to before the child is due to start, so that everyone may familiarise themselves.
3. Parents/carers should try and remain 'passive' when dropping their child off at the door.
4. The manager will contact parents/carers after they have left should they not be able to comfort the child after a reasonable period. The parent/carer should give guidance on what they feel is an acceptable time, as this will vary from child to child and parent to parent.
5. Parents/carers are welcome for the first few sessions, to bring their child later to playgroup and collect them early, if this is convenient and to their wishes. Thereafter the playgroup session times are: 8.30am to 12.30pm and 12.30pm to 4.30pm
6. Where a child has difficulty settling then parents are encouraged to leave their child for brief periods at first.
7. Staff will reassure and support any parent/carer, whose child seems to be taking time to settle. Children cannot play or learn if they are anxious and unhappy.
8. It is normal practice for parents to work towards leaving children at the setting for longer periods over a couple of weeks. Playgroup is often the first time that children have an opportunity to see themselves as an individual outside of the family unit and this is an important part of their development. Although there are some special needs, including some medical needs, which would require a parent/carer to stay with their child, these are exceptional and would need to be fully discussed with the manager and SENCO. This, in no way, limits our welcome to parents to come in occasionally as helpers or to share expertise.

Policy for Racial Equality

The aim of this policy is to contribute towards harmonious relationships between all members of the playgroup community, staff, children, parent/carers and visitors. At the very least it should provide a framework for challenging public behaviour on the premises, which is oppressive to members of ethnic groups. This policy includes:

1. In all aspects of its work the playgroup is committed to a positive recognition of a racially and culturally diverse society and it values the particular contribution to its life of all the ethnic groups it serves.
2. The playgroup recognises as the basic framework for its policy the County Policy on Education for Racial Equality (1983).
3. The playgroup recognises the entitlement of all ethnic groups to maintain their own identity, culture, languages, religions and customs.
4. The playgroup will take reasonable steps to bring the policy for racial equality to the attention of staff, parents and visitors, as well as their individual responsibility for implementing it.
5. No individual should express racist views, exhibit racial intolerance or racist behaviour or knowingly connive with any form of racist behaviour nor should anyone knowingly invite on to the premises an individual likely to behave in this manner.
6. An individual who witnesses an instance of overt racism should report it to an appropriate person.
7. An individual who feels himself/herself to be a victim of racism or racial discrimination should bring the matter to the attention of an appropriate person. If on the Groups premises this should be the Manager or Senior Practitioner, who will handle the situation following the format as set out in the complaints and grievances policy. Should this situation involve the children, discussion at the next staff meeting will include how to include the matter into the curriculum in order that the children can learn.
8. As an employer, the Group will adopt an equal opportunity employment policy as part of which people from ethnic minority groups will be encouraged to apply for all positions.
9. As a provider of education, the Group will seek to promote increased pupil, parental and staff awareness of actual and potential cultural bias, stereotyping and racial prejudices.
10. As a provider of education, the Group will seek to ensure that the curriculum planned for the children includes a wide range of resources and materials reflecting all cultures, languages, religions and customs.
11. The playgroup will actively encourage parents/carers who have specific cultural/religious expertise to share it with the group in order to value every child experience.
12. No staff member will be discriminated against on the basis of their religious beliefs with the proviso that WEPG believe children develop language and emotional literacy best if they can see adults faces and so full-face coverings will not be permitted.

Policy Statement on Sexism

For the purpose of this policy the term 'sexism' and 'sexist behaviour' will be taken to include reference both to the issues of gender and those of sexual orientation. This aim is that this policy will contribute to harmonious relationships between all members of the group, community, staff, children, parent/carers and visitors. This policy will include:

1. The Group is committed to sexual equality and justice.

2. The Group recognizes the right of individuals within its community to define their own sexuality.
3. The Group commits itself to practices whereby gender or sexual orientation is neither the basis for any form of discrimination nor reason for any form of exclusion from the pre school services and facilities.
4. The Group affirms that an individual's gender or sexual orientation should have no bearing on child admissions or staff appointments, and should not be a reason for dismissal.
5. Notwithstanding points 3&4 above, the Group would not be committed to accepting or retaining as a member of staff or any member of the school community, a person who had spent or unspent convictions for paedophilia or who expressed paedophilic sexual interest where these would be the sole ground for rejection or dismissal.
6. No individual should exhibit sexist intolerance or sexist behaviour or knowingly connive with any form of sexist discrimination within the school.
7. Individuals who witness an instance of overt sexism should report it to an appropriate person. Should this be on the Group's grounds it should be reported to the Manager who will handle the situation in accordance with the Group's complaints and grievances policy and procedure.
8. Individuals who feel themselves to be victims of sexism or sexist discrimination should bring the matter to the attention of an appropriate person. Should this be on the Group's grounds it should be reported to the Manager.

As a provider of education, the preschool will seek to promote positive images of gender and sexual orientation and actively avoid overt gender stereotyping in all of its materials, discussions and teaching methods.

Parents/Carers as Partners

At West End Playgroup, we aim to provide quality education and care for your child. Parents are the first educators of their children and the aim of the group is to work closely with all parents/carers. We aim to achieve this by:

1. Ensuring that parent/carers will be welcome to visit West End Playgroup.
2. Ensuring that parents/carers will have access to their child's records.
3. Ensuring that parents/carers will be consulted regularly in respect of the care to be given. This will be via several sources including:
 - Phone messaging and emails
 - Regular parent evenings and reports on child development
 - Key person available by appointment for discussion with parent/carer
 - Playgroup website
4. Ensuring that parent/carers will have access to records relating directly to their child's development via their record of achievement. It allows for participation by both parent and practitioner.
5. Ensuring that parent/carers will have access to a copy of all the Policies and Procedures relating to West End Playgroup. These are displayed and available daily for parents/carers to view on the website and are emailed to individuals.
6. Ensuring that parents/carers have the opportunity to work with their children in cooperation with their child's key person at West End Playgroup and ensure that parents/carers have the opportunity of contributing their own skills, knowledge and interests to the activities of the group.

7. Offering parents/carers the opportunity to participate in curriculum, festivals and all West End Playgroup events.
8. Offering parent/carers the opportunity to become a Committee member or attend the West End Playgroup's Committee meetings. Such meetings to be held in venues, which are accessible and appropriate to all families along with consultation over the timings of meetings to avoid exclusion.

Procedure for Administering of Medicine

The following procedure has been put in place for the safety and security of the children and These procedures should be adhered to at all times.

No child should be administered any medication, not even Calpol, without written parental consent.

If a child is ill during playgroup time reassurance and practical measures such as settling the child in a quiet area away from other children will be adopted until the child is collected.

If a child needs to take any medicine while at playgroup, explicit written consent, or completion of the medicine book by the authorised parent/carer must be received. Where possible, the child's parents should administer the medicine. If this is not possible, the medication must be clearly labelled with the child's name, dosage and any instructions.

Where necessary, further guidance will be sought in conjunction with the parents from outside agencies for advice and training with the administering of the medication e.g. EpiPen training along with signs and symptoms specific to the child. Any medicines brought on to the playgroup premises should be kept in the kitchen (or fridge as appropriate) out of children's reach.

The child's key person will hold the responsibility for administering the medicine and ensuring its return to the kitchen.

The key person must ensure that a record of times and doses administered are noted and confirmed to parents.

The administering of any medicine should be given in conjunction with a second staff member who will double check the child's name, dosage and any other instructions. Parents will be required to take the medicine home with them each day.

Illnesses and injuries (see appendix 2 for Covid-19 risk assessment)

Accident Procedure

The following procedures have been put in place to ensure the safety and well-being of the children and the group. The procedures refer to Minor Injuries and Serious Injuries respectively. They should be adhered to at all times.

Minor Injuries.

1. If a child incurs a minor injury whilst on group premises or at forest school, the member of staff who witnessed the accident must record the time and nature of the incident and treatment given on the accident sheet. This must be signed along with any other staff/visitors who may have witnessed the accident/incident.

2. The key person on duty should in turn ensure that the parent/carer of the child is informed of the accident/incident when the child is collected. The parent/carer must also sign the accident sheet.
3. In the first instance, as all staff are qualified paediatric first aiders the child's key person should be notified and then handle the situation.
4. In case of minor cuts and grazes, the wound should be washed and dried.
5. Hypoallergenic plasters should not routinely be used.
6. Staff should remember to protect themselves and wear disposable plastic gloves and aprons (located in the first aid cabinet or rucksack) when dealing with blood or any other bodily fluids.
7. In the case of minor head injuries, all other members of staff should be informed so that they can assist in observing the child very carefully for the rest of the day.
8. If any worrying symptoms develop because of a head injury, such as tiredness, poor vision or vomiting, the parent/carer should be telephoned to collect the child.
9. Any child who has received a head injury will be given a sad face stamp to alert all members of staff that they have bumped their head. At forest school the staff member in charge will be responsible for informing the parent.
10. As a matter of course regardless of how severe the bump was the parent will be given a "Signs to look for following a head injury" leaflet.
11. Staff incurring minor injuries should also enter the incident into the accident or incident sheet and be responsible for administering their own treatment.
12. All open wounds on exposed parts of the body should be covered.

Serious Injuries

1. If a child incurs a serious injury while at group, the member of staff closest to the child should stay with the child and alert other members of staff.
2. The most senior member of staff should delegate roles including tasks such as who will be responsible for phoning the emergency services.
3. The child's parent/carer should be contacted.
4. Remaining members of staff will be responsible for all the other children and should take measures to group them together either in another part of the room and ensure that they are properly supervised and occupied with an activity.
5. The First Aider with the injured child should administer any first aid they consider to be necessary while waiting for the Emergency Services to arrive. If at forest school other than the 6 figure grid reference should be given to the emergency services so that they can locate the forest school site.
6. If the child needs to be taken to hospital and in the absence of the child's parent/carer a member of staff should accompany the child. That member of staff should ascertain which hospital they will be attending and relay this to the other members of staff. That member of staff should collect the Child's personal file containing their registration form and all information relating to that child including the signed permission slip for administering medical treatment in the absence of contact with their parent.
7. The senior person left on site should continue to try and make contact with the parent(s).

8. The manager should then ensure the group's adult: child ratio is adhered to, and if necessary call upon the standby staff to come into the group or to meet at the forest school site.
9. Any incident requiring hospital treatment must be reported to Ofsted within 24 hours.
10. Any accident must be reported in Accident sheet – All accident/incident reports are regularly monitored by Jo WestonJones.

All staff at West End Playgroup are qualified First Aiders or awaiting a training course to become available to renew their certificates.

Health and Safety Policy

West End Playgroup will promote the good health of the children, take necessary steps to prevent the spread of infection, and take appropriate action when they are ill. West End Playgroup will access the advice of the appropriate government body when dealing with issues of health and safety. Public Health England information can be accessed at <https://www.gov.uk/government/organisations/public-health-england>

The aim of this policy statement is to ensure that all reasonably practical steps are taken to ensure the health, safety and welfare of all persons using the premises. We hope to achieve this by implementing the following procedures:

HEALTH.

1. No member of staff should attend playgroup when suffering from a contagious condition which may jeopardise the health of the children or other members of staff. West End Playgroup will follow the HPA Guidance in respect of any contagious conditions.
2. Staff should not attend if they are too unwell to carry out their duties as given in their job description.
3. Staff who are ill, should follow the procedures of West End Playgroup and must ensure that they adhere to safety guidelines and good hygiene practises to protect children and other members of staff
4. Staff members should be aware that teaching your children can be very physically demanding and that they should ensure that they eat well, sleep enough and remain sufficiently fit to endure the rigors of nursery life.
5. The WEPG operates a Sick Child Policy and this should be consulted in conjunction with the Health and Safety Policy.
6. General medication will NOT be given to any child to alleviate symptoms such as high temperatures/fevers. Practical measures such as offering fluids and ensuring the child is cool should be used. If the child has developed a fever, the parents/carer will be called as soon as the fever develops.
7. For full medicine procedures, please refer to the Medicine procedure document.
8. For First Aid procedures, minor injuries and Serious Injuries, please refer to the Accident procedure document.
9. All staff members should recognize any health issues as part of their regular observations of the children, such as poor hearing, eyesight or lack of balance etc. These should be recorded in the child's file, discussed at staff meetings, then

privately with the child's parent/carer with a view to working together to resolve the issue.

Hygiene

To prevent the spread of infection, adults in the Group will ensure that the following good practices are observed.

Personal Hygiene

Hands are washed after using the toilet and before handling food. Toys are regularly washed and disinfected/sterilised by a steam cleaner where appropriate. Toilet seats are sprayed with antibacterial spray which is left for a minimum of 5 minutes before being rinsed off and wiped with a disposable wipe at the beginning of every session. Staff are aware of hygiene rules relating to bodily fluids with particular regard to the spread of infections such as HIV and Hepatitis. To avoid further infection disposable paper towels/hot air driers are used for drying hands. Boxes of tissues are readily available to all children who will be encouraged to wipe their noses and dispose of the soiled tissues hygienically down the toilet or the bin provided, children are to wash their hands afterwards. If staff assist children in blowing their noses they will also wash hands afterwards. Children should be encouraged to shield their mouths with their hands when coughing.

Cleaning and clearing

When changing children who have had an "accident" staff will always wear the rubber gloves and aprons are provided, these will be disposed of in a suitable manner. This applies to spills of blood, vomit, excrement and other bodily fluids.

The gloves/apron should be double wrapped in a plastic bag before disposal into the outside bins.

Floors and other affected areas will be cleaned with disinfectant immediately following the incident. Spare clean clothing is always available. Soiled clothing should be placed in a sealed bag. Tea Towels are kept scrupulously clean and are never used on the children's cups or plates. All kitchen surfaces are cleaned daily with an appropriate cleaner. Different coloured cloths are kept and used for cleaning "messy" items such as paint pots, glues, activity tables. All staff are made aware of the colour coding of these cloths. Blue for paint and white for food. Cloths for cleaning kitchen surfaces and tables prior to food preparation or serving are kept in a bleach solution and rinsed thoroughly before use.

Sick Child Policy

The policy aims to ensure for a healthy, safe playgroup environment. It has been put in place to safeguard the physical well being of the children. Please abide by the suggested procedures and refer to the Health Protection Agency Guidelines that are on the notice board at playgroup.

1. No child should attend West End Playgroup if they have any type of contagious condition or communicable disease as instructed by the Health Protection Agency guidelines.
2. Parents should keep their children at home if they have been vomiting or had diarrhoea and should not bring them back until at least 48 hours after the last attack.
3. No child should attend if they are feeling too unwell to enjoy themselves.
4. If a child is brought to WEPEG and is obviously unwell, the parent/carer who brought the child must be courteously and discreetly asked to take the child home. This is in the best interests of the child and the playgroup community.
5. If a child becomes unwell while at playgroup, they should be made comfortable and given tender reassurance.
6. The parent/carer should be called and asked to collect the child as soon as possible.
7. No medication whatsoever will be given to that child.
8. A child's temperature will be monitored regularly and noted in the temperature book kept in the first aid drawer.
9. For full medication procedures, please refer to the playgroup's medicine procedure, which should be read in conjunction with the Sick Child Policy.
10. If a child becomes ill during playgroup time, a record should be kept in the incident book and on the child's file.
11. Cuts or open sores, whether on the children or adults should be covered with a hypoallergenic sticking plaster or other dressing.
12. A list of notifiable diseases issued by the HPA is on display on our notice board. Any cases of these notifiable diseases must be notified to Ofsted.
13. If a child is sent home from playgroup with a contagious illness e.g. chickenpox a note will be placed on the front door to warn other parents and visitors.
14. If any family member is asked to self-isolate due to a suspected virus e.g. Covid-19 the child/children of that family member should not attend the setting until a negative result of the virus has been officially confirmed.

Policy on Intimate and Personal Care

For the purposes of this policy, Intimate Care will include all activities which require direct or indirect contact with, or exposure of, the sexual parts of the body. This may include (but is not limited to) changing nappies, assisting a child to use the toilet, changing a wet or soiled child or assisting a child in self-care after using the toilet.

Personal Care will include those activities which require staff to help a child, which may involve touching them on nonsexual parts of the body. This may include (but is not limited to) helping a child to change non-intimate clothing, helping hand-washing, applying creams (e.g. eczema cream) or prompting toileting.

West End Playgroup is committed to including all children over two. This means that children who cannot yet manage their own continence will not be excluded on those grounds. All children develop at different rates and as a setting we value each child regardless of their stage of development. We understand that due to developmental or medical issues, continence can be difficult for some children to achieve and so are committed to working with parents and other professionals in order to manage incontinence in a sensitive and professional manner.

In order to protect both children and staff a procedure for dealing with intimate and personal care has been drawn up and will be adhered to by all staff.

Procedure for dealing with intimate and personal care:

1. Parental permission for staff to engage in personal and intimate care for children will be obtained from all parents, regardless of how confident the child is in self-care. Children often wet or soil when starting at a new setting, or when upset by changes in home routine, or even when very engaged in new activities.
2. All staff are CRB/DBS checked, and no person who is not CRB/DBS checked will be allowed into the children's toilet area without a staff member being present. If a parent wishes to help their own child with toileting at the beginning or end of a session (or if the parent is staying to help settle the child) and another child enters the toilet area a member of staff must be present.
3. A staff member will always inform another staff member if they are going into the toilet area to assist in personal care for a child or group of children. This is not only for the protection of the children and staff but also for the smooth running of the setting in order that staff are aware of the placement of other staff members.
4. Nappies will be changed in the disabled toilet, using the changing mat available.
5. A staff member will always inform another staff member if they are going to change a nappy or change a wet or soiled child.
6. After any incident of intimate care a note will be made on the intimate care sheet on the disabled toilet door stating the date, time, staff member's name and type of intimate care.

Staff will at all times adhere to infection control regulations. These include the use of gloves, aprons, double bagging nappies and hand washing. Gloves will be washed before being disposed of and prior to hands being washed in hot soapy water.

7. See <https://www.gov.uk/government/publications/health-protection-in-schools-and-other-childcarefacilities/chapter-3-prevention-and-control>
8. At no time will pressure be put on children or carers to hurry the process of achieving continence although staff may make carers aware of signs that a child may be reaching a stage where they are displaying interest in managing their own continence.

Food and drink

Procedure for storage and serving of food

This procedure should be used in conjunction with the Health and Safety Policy.

1. Parents provide a morning snack which will be used for group snack time and a packed lunch for their own child if attending the afternoon sessions plus a named bottle of water.
2. Water is available throughout the whole session and water bottles are topped up as required.
3. All fruit provided by WEPG is washed before being given to the children.
4. No nuts or nut products are allowed.

Snacks

1. Children must wash their hands before having their snack.
2. Children will be encouraged to allow other children access to the snack area after what is considered by the adult a reasonable period of time.

Hot Drinks

All hot drinks should remain in the kitchen and placed at high level to the back of the worktop out of the children's reach

Behaviour Management Policy

West End Playgroup believes in promoting positive behaviour and mutual respect and encouragement amongst children, staff and parents. We believe that children and adults flourish best in an ordered environment in which everyone knows what is expected of them and children are free to develop their play and learning without fear of being hurt or hindered by anyone. We work together to make 'Rules of Playgroup' which are reinforced on a regular basis at circle time. We aim to work towards a situation in which children can develop self-discipline and self esteem in an atmosphere of mutual respect and encouragement.

We aim to achieve this by ensuring that:

1. Staff, encourage self-discipline, consideration for each other, the surroundings and property.
2. Staff, act as positive role models for the children, parents/carers and all visitors.
3. Shouting or raised voices are not permitted unless used in order to prevent serious harm or damage. The word 'no' must only be used when offering a reason why.
4. All staff at West End Playgroup will ensure that any rules are applied consistently, so those children have the security of knowing what to expect and can build up useful habits of good behaviour.
5. All staff will praise and endorse desirable behaviour such as kindness, co-operation and willingness to share/take turns.
6. Positive steps will be taken to avoid a situation in which children receive adult attention only in return for undesirable behaviour.
7. Physical punishment, such as smacking or shaking will NEVER be used or threatened. Any staff member using these methods will be the subject to a disciplinary procedure for Gross Misconduct.

8. Children will never be sent out of the room by themselves. Techniques intended to single out and humiliate individual children will not be used.
9. Inappropriate behaviour will be monitored and managed using the Antecedent Behaviour Consequence (ABC) method.
10. Children who are acting inappropriately will be given one to one adult support and the adult will be responsible for supporting that child in seeing what was wrong and how they can work towards a better pattern. The child who is acting inappropriately will be told calmly and discretely that their actions are unacceptable and why and guided towards more appropriate activities or be given a period of "time out" in another area with another adult.
11. Physical restraint, such as holding, will be used only to prevent physical injury to themselves or another child/adult and/or serious damage to property. Any significant event of this sort will be recorded and the parent/carer informed the same day.
12. In cases of other serious misbehaviour such as racial or other abuse, the unacceptable nature of the behaviour will be made clear immediately, not by means of personal blame but by explanation.
13. All staff at the Group will make themselves aware of, and respect, a range of cultural expectations regarding interactions between people.
14. In all cases of misbehaviour, it will always be made clear to the child/children in question that it is the behaviour and NOT the child that is unwelcome
15. A member of staff, parent/carer or visitor who is acting inappropriately towards another adult within the Group, will be discreetly asked to move to an area away from the children, where the situation should be handled with a third person present as witness. Any adult refusing to co-operate will be asked to leave the Group and offered a copy of the Group's complaints and grievances policy and procedure.
16. Physical violence, verbal abuse, humiliation or threats will never be used to manipulate behaviour at West End Playgroup.
17. Courteous, considerate and polite behaviours will always be encouraged.
18. Any complaint in respect of the behaviour of a child, parent/carer, member of staff or visitor to the Group should follow the Group's complaints and grievances policy and procedure. Copies are available from the Senior Practitioner.
19. If a behaviour problem is ongoing we will work with parents, families and outside agencies to try to resolve the problem and improve the behaviour.
20. In cases of ongoing extreme negative behaviours such as biting a record of each incident and attempted incident will be kept and the ABC or behaviour monitored.

Confidentiality Policy

Our work at West End Playgroup sometimes brings us into contact with confidential information. So that everyone who has a child at, or works at West End Playgroup can feel secure, we respect confidentiality in the following ways: Parents may have access to the files and records of their own children, but will not have access to information about any other child.

Staff will normally share information about children amongst themselves in order to ensure that all children's needs are met and children's personal circumstances can be taken into account.

Under normal circumstances, staff will not discuss individual children, other than for purposes of curriculum planning or behaviour management, with anyone other than the parents/carers of that child. Exceptions may occur when Staff feel it is necessary to pass information to other child care experts such as Social Services in cases where a child has health problems or is deemed to be at risk.

Any queries or evidence relating to a child's personal safety will be kept strictly confidential except in cases where Safeguarding Children is an issue and the senior practitioners or manager need to pass information on to relevant authorities.

Students, parent helpers, committee members and visitors will sometimes become aware of confidential information.

All adults connected with West End Playgroup will maintain confidentiality, however they become aware of information.

Social Networking sites are not confidential areas. Staff and committee members are reminded that they should not say anything in a virtual forum that compromises the confidentiality policy of the playgroup. Particularly staff and committee members should not say anything that would adversely reflect on West End Playgroup.

Issues raised to committee members by the playgroup manager or senior practitioners in relation to the employment of staff (paid or unpaid), finances of the playgroup or any other issues, will remain confidential to the West End Playgroup Committee

I agree to abide by the confidentiality policy of West End Playgroup as detailed above:

Name:	Qualification/ Position	Signature:	Date
Helen Goodman	BA Hons - Manager		

Jo Weston-Jones	BA Hons – Deputy Manager
Jess Lloyds	Level 3 – Designated Safeguarding Lead
Aleya Uddin	BA Hons – Literacy & Numeracy Lead
Shilpa Shah	Level 3 Pastoral Care Lead
Holly Hall	Level 3 Creative Planning Lead
Silke Everszumrode	Committee Chairperson

Policy on use of Alcohol/other substances

When working directly with children, practitioners will not be under the influence of alcohol or any other substance which may affect their ability to care for children.

Practitioners taking medication which they believe may affect their ability to care for children will seek medical advice and only work directly with children if that advice is that the medication is unlikely to impair their ability to look after children.

Student/Volunteer Placement Policy:

It is recognised that the quality and variety of work which goes on at West End Playgroup makes it an ideal place for volunteers/students on placements from school or on college childcare courses.

Students and volunteers are welcome at the Group on the following conditions:-

The needs of the children are paramount. Students/volunteers will not be admitted in numbers, which hinder our work. Students/volunteers must be confirmed in writing by their tutor/college/voluntary support worker as being engaged in a bonafide childcare course which provides a necessary background and understanding of children's behaviour and development. Students/volunteers, who are required to conduct child studies will obtain written permission from the parents of the child to be studied prior to making any observations on that child. Any information gained by the student/volunteer about the child/family must be kept confidential and the student/volunteer must sign the Confidentiality book. No students/volunteers, regardless of whether they have registered and cleared in accordance with the Criminal Records Bureau, may have unsupervised access to children at any time.

Disciplinary & Grievance Procedure for all employees: Purpose:

It is expected that minor disagreements, performance issues or grievances can be resolved informally at the regular staff management meeting or by individual discussion between senior practitioners, staff, manager or committee as appropriate. However, in circumstances where issues cannot be resolved informally or are more serious in nature, the following procedure will be followed.

Principles:

Fairness and transparency will be promoted through use of a fair and consistent procedure that is clearly understood by all parties

Where formal action is needed, the action will be reasonable, and justified based on the facts and circumstances of the particular case

Issues will be raised and resolved promptly, and meetings and decisions will not be unreasonably delayed

Employees will be informed of the basis of the issue and will be given reasonable opportunity to put their case forward in response before any decisions are made

Employees will be allowed to be accompanied at any formal disciplinary or grievance meetings

Employees will be given the opportunity to appeal against any formal decision made

Disciplinary Situations

Disciplinary situations include misconduct and/or poor performance. Misconduct includes failure to comply with West End Playgroup Policies and Procedures and/or instructions given by Manager or Senior Practitioners, as appropriate.

Procedure:

Any disciplinary matter will normally be dealt with using the following procedure. At every stage the employee should be given reasonable notice (5 days) that a disciplinary meeting or hearing is due to take place to give him/her the opportunity to prepare his/her case, and he/she will be offered the opportunity to be accompanied by a colleague or union representative if he/she so wishes.

The disciplinary panel in a committee-run group should consist of the West End chair and up to two nominated committee colleagues, plus the playgroup Manager.

The panel must ensure that confidentiality is maintained within the panel in order to safeguard and protect the reputation of the playgroup and individual staff members.

In any event the procedure followed will follow overall ACAS guidance.

Stage 1 – Investigation

In most situations, the Manager and/or Committee Chairperson will conduct an investigation into the situation arising in order to establish the facts of the case without unreasonable delay. In some cases this will require the holding of an investigation meeting with the employee before proceeding to any disciplinary hearing. Witness statements may be gathered as part of the investigation as appropriate. In other cases the investigation will comprise a gathering of evidence or information.

The Manager in conjunction with the committee chairperson will decide whether the situation merits suspension of the staff member prior to the investigation or disciplinary hearing. Any suspension will be fully paid, and will not in any way influence or prejudice the outcome of the disciplinary process. It is most likely that suspension may be used in situations which appear to constitute potential gross misconduct.

Stage 2 – Informing Employee

If it is decided that there is a disciplinary case to answer, the employee will be notified of this in writing with information about the alleged misconduct or poor performance and its possible consequences to enable the employee to prepare to answer the case. The individual will be invited to attend a disciplinary hearing and will be given the opportunity to be accompanied by a willing friend, colleague or trade union representative.

Stage 3 – Disciplinary Hearing

The Disciplinary panel will explain the complaint and their investigation findings to the individual. The employee will be given full opportunity to state their case to the panel, and will be required to answer the panel's questions regarding the case. The

employee will be given reasonable opportunity to ask questions, present evidence and call any witnesses.

Any companion will be allowed to address the hearing to put and sum up the staff member's case, respond on behalf of the worker to any views expressed and the meeting and confer with the worker during the hearing. The companion does not, however, have the right to answer questions on the worker's behalf, address the hearing if the worker does not wish it or prevent the employer from explaining their case.

A written record of the meeting will be kept. All parties will be expected to confirm that the written notes of the meeting are an accurate reflection of the meeting.

Stage 4 – Decision on Outcome

Following the disciplinary hearing, the panel will consider all the information available and with full consideration, decide on the most appropriate outcome of the case. The employee will be informed of the decision initially verbally where possible and then in writing.

The four potential outcomes are as follows:

No action	Where the panel did not find sufficient justification to warrant formal sanctions against the individual
Written Warning	Where misconduct is confirmed or the employee is found to be performing unsatisfactorily. This will remain on file for 12 months.
Final Written Warning	If the employee fails to correct his/her conduct following prior written warning, or if the offence is considered too serious to warrant an initial written warning. This will remain on file for 24 months.
Dismissal	Where the employee has failed to correct his/her conduct following prior final written warning, or the offence is considered to be gross misconduct.

In the cases of written warnings, the individual will be informed in writing:-

- a) what action should be taken to correct the conduct
- b) that he/she will be given reasonable time to rectify matters
- c) what training needs have been identified, with timescales for implementation
- d) what mitigating circumstances have been taken into account in reaching the decision
- e) that if he/she fails to improve then further action will be taken
- f) that a record of the warning will be kept on file

In cases of dismissal, the individual will be informed in writing, given notice of dismissal along with the reasons for dismissal and the right to appeal against this decision.

Dismissal for Gross Misconduct

If the circumstances warrant instant dismissal, written warnings may not be necessary or appropriate, and the disciplinary panel may move straight to dismissal. Such instant dismissal will only be used in extreme circumstances of gross misconduct. Examples of such gross misconduct would be:

- a) theft or fraud
- b) ill-treatment of children
- c) assault
- d) malicious damage
- e) gross carelessness which threatens the health and safety of others
- f) being unfit through use of drugs or alcohol.

Otherwise, an employee should not be dismissed without appropriate warnings.

Stage 5 – Appeal (if required)

In all decisions communicated, the individual will be given the chance to appeal against the decision, their appeal should be made in writing to the Committee Chairperson and must be made within 5 working days, stating clearly the reasons for appeal. An appeal hearing will be heard by an appeal panel wherever practical within 10 working days of the appeal being made. The appeal panel will be made up of 2 or 3 people from the following: West End Chair, nominated committee colleagues, or Business Manager. In the appeal at least 2 people on the panel will be new to the panel and will not have been involved in the prior disciplinary hearing to which the appeal relates. The individual will have the right to be accompanied at the appeal hearing by a willing friend, colleague or trade union representative. During the appeal hearing, the employee will explain why s/he is dissatisfied and may be asked questions by the panel. The Chair will be asked to put their point of view and may be asked questions. Witnesses may be heard and may be questioned by the appeals committee and by the employee and the Chair. The committee will consider the matter and make known its decision. A written record of the meeting will be kept. All parties will be expected to confirm that the written notes of the meeting are an accurate reflection of the meeting. Grievance Situations

Grievances are concerns, problems or complaints that employees raise with their employers.

Grievance Procedure

If an employee is dissatisfied s/he must have the opportunity for prompt discussion with her/his immediate Manager e.g. Manager or Chair. If the grievance persists, or at the request of the individual a management panel should be set up for the purpose of further formal discussion, at which the employee may, if s/he wishes, be accompanied by a colleague. There must be a right of appeal against any grievance outcomes, to the West End committee. At this level also, the employee's colleague or trade union official may be present. The aim of the above procedure is to settle the grievance fairly and as near as possible to the point of origin. It is intended to be simple and rapid in operation.

Suitable Premises, Environment and Equipment.

Use of Space

There are three large separate areas for "play" and learning. The children have access to two of these areas all of the time with the outdoor play area being used at certain times of the day or all day for free flow play weather permitting. The main hall is designed to meet all areas within the 2021 EYFS and is made up of the following areas and covers many aspects of the Early Years curriculum including:

- Mark making table, including scissors, glue, different writing mediums. collage and paper
- Maths table
- Book corner;
- House - Role Play /dressing up
- Slide climbing frame
- Balancing beams
- Construction toys
- Coat pegs
- Table for jigsaws
- Small world

The second area, known as the messy area is designed for

- Sand and/or Water tray;
- Creative table, PVA sticking
- Easel painting
- Play dough/malleable materials table
- Drinks table
- Nature/Project Interest table as topic dictates
- Computer and other IT equipment
-

The toilets are located directly off the "messy area" and again allows for independent use.

The outside play area is at the front of the hall. Children do not have 'free' use of this area during the winter months and are escorted to this secure area during the day when weather permits. In the warmer weather the children are free to use this area for the whole session and can come and go as they please. The messy area is closed off with those items being placed outside. This area is currently resourced with:

- Bikes
- Scooters
- Hoops
- Bean bags
- Walking beams
- Quoits
- Netball net

West End Playgroup also has access to the surrounding cricket green, woods and pond area. With prior parental consent – organised structured activities and walks will take place on various sessions throughout the week where we have enough members of staff and parents to assist with these walks.

How Children are grouped

The Children are free to move around all the areas independently selecting activities for most of the session. In winter access to the outside area may be restricted in order to keep the temperature in the main hall consistent with Health and Safety Policy. Some of the activities on offer are child initiated whilst others are adult initiated or adult focussed by one of the key persons. Very often spontaneous groups form for all the different sorts of activities, and these are determined purely by the children's preference. We do not separate children into specific age or ability groups but encourage interaction whereby the children can learn from each other and help each other to develop their social skills.

Each child has a key person. The key person is responsible for monitoring their key children but will also carry out observations on other children who they may be working with at that time. The name of the child's key person is posted on the Notice Board. However, as circumstances change i.e. children/staff attendance on different days, these may change.

During the course of the morning there are a number of structured activities which have been designed as part of the topic work. All the activities are carefully planned with different ability levels in mind. Therefore, all children are encouraged to join in these activities but they are never forced to participate. Where possible all staff monitor what each child does to help us understand a child's likes and dislikes, this information may be passed on to a child's key person verbally, via the key person diary or the key person note book.

Activities and Use of Equipment

Our main emphasis is on 'play' within a secure, 'planned' environment, that allows for independent and free choice of activities and resources for all children. West End Playgroup ensures that children's interests are taken into account when planning activities. The following activities and resources are held on the premises and displayed for free choice as demanded and according to the child's need/interests.

Large Selection of puzzles;

Construction using various materials (magnetic, duplo, wooden bricks – rotated on a weekly/daily basis);

Magnets and magnifiers

Sand tray – toys are changed regularly

Programmable ICT toys - till, Bee Bop, calculators, ABC desks, computer

Painting and drawing table

Plastic animals (farm, zoo, dinosaurs and reptiles – rotated on a topic basis);

Role Play and Dressing Up (generally associated to a project, festival or theme);

Dominoes and dice games (rotated on a three weekly basis);

Water Tray.

Play dough and various tools;

Huge variety of art and craft activities;

Lotto and matching games (rotated on a three weekly basis);

Soundtracks;

Activity songs, dancing and musical instruments (several times a week);

Project materials (rotated according to the project plan);

Fire safety procedure

In case of a fire the first priority is always the safety of children and any adults in the building. The following procedures should be adhered to at all time including fire drill practice.

1. Staff should familiarise themselves with the different sounds of the fire alarms, denoting where the alarm has sounded.
2. Whoever discovers the fire should set off the fire alarm and the staff member nearest the notice board will then blow the whistle.
3. No child should then be allowed to go towards the area of the fire.
4. The emergency exits are located in two places:-

- (i) The main entrance to the hall at the rear of the property
 - (ii) Through the main hall and through either of the double doors which are marked with Fire Exit signs.
5. All children should be escorted, as quickly as possible, through the most appropriate Fire Exit.
 6. The designated area to gather following evacuation from the building is in the car park at the rear of the building by the large shed or on the grassed area to the side of the sports and social club by the bus shelter dependent on the position of the fire.
 7. When the fire alarm has been raised:-

The most senior staff member on duty will be responsible for delegating roles including:

 - (i) Collecting the daily register at least one staff mobile phone.
 - (ii) Leading the children out to the appropriate designated area.
 - (iii) Carrying out a final sweep of all rooms, toilets and kitchen area to ensure all areas are clear.
 - (iv) Once all the children are evacuated a staff member will telephone the emergency services
 8. The nearest member of staff to the main door will on hearing alarm hold main door open for children to easily evacuate and once all children have exited will follow to encourage any stragglers.
 9. One member of staff will perform a 'final sweep', whilst all others assist children.
 10. Personal items should not be retrieved. THE CHILDRENS SAFETY IS VITAL.
 11. At the meeting point the register will be called.
 12. At the meeting point a staff check as well as a check for any visitors will be done.
 13. Do not return to the building until senior staff member (in case of fire drills) or fire officer declares the 'all clear' and gives permission to return.
 14. Parents/carers will be notified and advised where and when to pick up the children upon consultation with fire officers as to safe area for cars.
 15. All fire drills which are carried out half-termly or emergency evacuation drills should be written up and reported in the Fire Safety records. The information recorded should include:
 - (a) Number of children present
 - (b) Number of adults present (staff and visitors)

- (c) Who was in charge
- (d) Who raised the alarm
- (e) Which emergency exit was used
- (f) Length of time it took to evacuate (in case of drill)
- (g) Was the register, visitors book and phone collected
- (h) Were all group area checked
- (i) Comments.

Recruitment

Procedure

All organisations and individuals who work with children and young people, or are involved in providing services for them, have a duty to safeguard and promote their welfare. This is clearly stated in the publication Working Together to Safeguard Children, 2010. This will also be underpinned by inspection requirements imposed by regulators such as Ofsted, as a condition of grant funding, or as part of a contract with an organisation to which they provide services. Whatever the background, making sure that we do everything we can to prevent appointing people who may pose a risk to children is an essential part of safeguarding children. West End Playgroup is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. When a vacancy arises at West End Playgroup we will:

Follow the Surrey Early Years guide to the recruitment of staff

Follow the Statutory framework for the Early Years Foundation Stage

Enhanced CRB/DBS and reference checks will be carried out on successful candidates and volunteers

Each employee will be asked to complete a Health Questionnaire. A contract of employment outlining main particulars of employment will be sent to the new employee once an offer of employment has been accepted. A written statement setting out further detail of the main terms and conditions of their employment will be sent to the new employee within two months of employment. The written statement will include:

Employer's name

The date when employment (and the period of continuous employment) began
Pay and the intervals at which you will be paid

Hours of work

Holiday entitlement

Entitlement to sick leave, including any entitlement to sick pay

Pensions and pension schemes

Employer's entitlement to notice of termination

Job title or a brief job description

Where it is not permanent, the period for which your employment is expected to continue or, if it is for a fixed term, the date when it will end

Either the place of work or, if you're required or allowed to work in more than one location, an indication of this and of your employer's address

A note giving certain details of disciplinary and grievance procedures, and stating whether or not a pensions contracting out certificate is in force for your employment

Employees will be expected to declare all convictions, cautions, court orders, reprimands and warnings which may affect their suitability to work with children (whether received before or during their employment at the setting). The contract will specify that employees will notify West End Playgroup if they are disqualified from working with children whilst employed by us.

All new staff members/students/volunteers will follow our Staff Induction Plan to raise awareness of operational issues, policies and procedures. A mentor/buddy will be assigned to each new staff member/ student/volunteer to assist with this process.

Our Recruitment policy will be: reviewed on a regular basis and updated in accordance to legislation and guidance and will be accessible and available at all times

Procedure for the recruitment of staff

Pre interview Planning

Job description/person specification prepared with safeguarding elements incorporated

Position on DBS checks/references and how and when these will be requested is clear Assessment methods and timetable agreed

Advertising

Makes clear reference to safeguarding children

Recruitment pack contains full details of role description, referencing process and requirement for DBS checks sent out to all applicants

Applications and shortlisting

Job description and person specification used as shortlisting criteria.

Notes made and held to support decisions.

Any discrepancies, anomalies or gaps in employment are to be explored and accounted for at interview and within references

Shortlisting applicants informed about documentation required at interview

References

Candidate permission must be obtained to request references from current employer/s. On receipt, references should be checked for discrepancies and explored at interview as necessary

Questions left blank should be followed with referee verbally

End



[For organisations](#) / [Data protection fee](#) /

Registration self-assessment

[Start again](#)

1. Do you use CCTV for the purposes of crime prevention?

No

[Change this answer](#)

2. Are you processing personal information?

Yes

[Change this answer](#)

3. Do you process the information electronically?

Yes

[Change this answer](#)

[Menu](#)

4. Is your organisation responsible for deciding how the information is processed?

No

[Change this answer](#)

[You are under no requirement to pay a fee](#)

Organisations that do not decide how personal data is processed are exempt. You therefore do not have to pay a fee to the ICO

However, it is important that your organisation adheres to the principles of the General Data Protection Regulations and understands best practice for managing

information. To help ensure you are complying with the GDPR, we have produced a range of [training materials](#) including practical toolkits, training videos and more.

Even if you are exempt, you may still wish to [pay a data protection fee](#).

