



Policies And Procedures

7 Bachelors Walk

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Registered Charity NIC 101158

Our Mission:

We will provide a safe, caring and stimulating environment for all children.

Adopted By:	Barbara Hamill
Position:	Chairperson
Date:	21 st January 2015
Reviewed:	29 th October 2015

Atlas Crèche



Statement of Intent

At Atlas we believe that children thrive in a safe, stimulating environment through interaction and intervention. The Atlas Crèche will provide a safe, stimulating and happy environment where holistic development, health and welfare of the child is supported through:

- Policy and procedures
- Staff development and training
- Partnership working with parents and other agencies
- Structured and free play

We aim to make the Atlas Crèche a welcoming place where each child feels happy, secure and confident and the parents are happy and confident to leave their child/ren in our care.

Aims, objectives, Ethos

This statement of intent aims to give parents information about our service provision.

Our Vision is to provide quality childcare for 0-5 year old children where children can learn, develop and grow.

Our childcare staff at Atlas aim to provide all children with quality care in a homely, safe and stimulating environment.

We routinely reflect, review and enhance our childcare provision in line with good practice.

We aim to make Atlas Crèche accessible to and inclusive of children and families from all sections of the local community through open and fair procedures.

Admissions policy, charges, fees

Atlas Crèche is funded by DSD, Early Years, SEHSCT and Children In Need to help families and children in need of support get the right support.

We can offer funded places in the crèche if you meet the following criteria:

- ✓ Parent/s in receipt of income support/unemployed and registered for JSA
OR
- ✓ Work less than 16 hours per week
- ✓ Attend Atlas or other learning/education/support
OR
- ✓ Have gained employment within last 12 mths after long-term unemployment

If you meet the criteria and there is availability the cost is 50p per session

Children In Need Criteria

- ✓ Living In an area SOA area...
- ✓ Living with parents who have low or no formal qualifications, need assistance with parenting skills, self-esteem, and confidence building.
- ✓ Child/ren on the child protection register
- ✓ Living in lone parent family or are from families whose parent/s are referred to us by The Courts, Women's Aid, Addiction Support, Probation, Health Visitor, GP, Social Worker, HomeStart, Barnardoes or Community Psychiatric Team.
- ✓ Child/ren display unacceptable behaviour and may require professional attention/support
- ✓ Child developmental milestones not achieved
- ✓ Child/ren with a disability

If you meet the criteria and there is availability the cost is 50p per session

If you do not meet the above criteria the place is not funded and the cost per child would be £5 per hour.

Hours of opening

Our centre hours of opening are 9.00pm – 4.00pm.

Our registered crèche opening hours are 10.00am -2.00pm

Contact information

The Atlas Crèche is located at The Atlas Centre, 7 Bachelors Walk, Lisburn, BT28 1XJ

The details of the registered person is: Gay Sherry-Bingham who can be contacted at The Atlas Centre on

- 028 92605806
- 07927970847
- atlascentre@hotmail.com

Insurance

Atlas Crèche has public and employers liability, renewed yearly.

The role of parents

We aim to work in partnership with parents, respecting the input into the care and development of your child. We encourage parents to take part in:

- Focus groups
- Evaluation & feedback
- Family Intervention
- Events and celebrations
- Committees

Policies on safeguarding and behaviour management

Atlas is committed to a practice which promotes the welfare of children and protects them from harm. We wish to ensure that all children and young people can participate in an enjoyable and safe environment in which they can have fun and feel valued.

Staff and volunteers within this organisation accept and recognise our responsibilities to develop awareness of the issues which cause harm, and to establish and maintain a safe environment for children and young people.

Routines

At Atlas Crèche we believe that planning and implementing simple, everyday routines are essential elements in providing children with the skills to learn and develop. Research indicates that regular routines assist young children in becoming self-assured and confident individuals able to anticipate and understand what will happen next.

Regular routines provide opportunities for children to experience success in what they are doing. This in turn promotes self-esteem, self-control and confidence in safe risk-taking behaviours to enhance and encourage learning. We encourage families to be familiar with policies and procedures and established routines as quickly as possible.

Activities provided

Play programmes are developed monthly following the curriculum and encouraging children to learn, develop and grow through play and interaction.

Children learn when they are in a safe and caring environment where they are stimulated through play. At Atlas Crèche we have a wide range of play activities for the children to enjoy and discover.

Information on how children with additional needs are accommodated within the setting

In Atlas we are committed to inclusion and welcome all children, including those with additional needs. We believe that all children should have equal opportunities to benefit from the care we provide. We recognise that some children may have additional needs, and may need additional support in order to access all the opportunities available to them in the crèche. We aim to provide the necessary support to enable all children to learn and develop.

The range of resources available

The Baby Area includes toys that encourages learning through senses, eg sounds, touch and movement. All equipment is suitable for the age and stage of development for the child. There is an adjoining sleep room for younger babies.

The crèche room is divided into the following areas;

- Creative Activities with art, crafts, play dough
- Messy Area with sand and water
- Home Corner with dolls, dress ups, role play equipment and kitchen
- Construction & Small World with farm, building blocks, cars, trains
- Sensory Tent with lights, ball pit and sensory toys

Information on play activities is displayed on The Parents Notice Board and within the monthly newsletter. Handouts on activities are available on request.

2 children's toilets and changing area are situated within the crèche room.

Policy on excluding children from the setting

Parents/carers will be asked not to bring into the crèche any child who has been vomiting or had diarrhoea until at least forty-eight hours has elapsed since the last bout of illness.

For more details see managing a sick child policy in policy booklet.

Deployment of staff

Effective management and deployment of staff are critical factors in securing effective management and improvement. Good deployment of staff can raise staff morale and lead to better learning and development. Effective staff management and good planning can minimise costs, therefore at Atlas it is essential that the staff, are deployed and managed effectively. The Management Team and the Management Committee will make sure there is enough revenue to provide adequate staffing in order to maintain good adult: child ratios. The recruitment and selection policy will be implemented at all times.

The inspection role of the HSC Trust Early Years Team

We aim to work in partnership with HSC Trust Early Years Team as well as other professional bodies and agencies to ensure good childcare practice. We will work with HSC with regards to the following annual checks:

- the suitability of the premises, ensuring that they are safe to be used as a facility to provide care to children
- the suitability of the persons providing care, ensuring that there is no known reason why they are not able to work with children
- that the standard of care offered is in keeping with that which is required by any registered facility
- the suitability of equipment

Recording practice and access to these records by the HSC Trust.

At Atlas we collect and keep records of information such as; personal information, practice records and observations. We will ensure that records are managed in accordance with legislative requirements and the Retention and Disposal of Information and Documents Policy will be implemented.

Policies

Atlas Crèche has produced a pack of policies and procedures that describe arrangements for dealing with routine operational practice, complaints, concerns, and any emergency that may occur during operational hours. They are designed to ensure effective and safe management of our service and to offer the best possible environment and experience for the children and families who use it. The policies and procedures are developed and maintained in line with national minimum standards and regulations. They are reviewed regularly (at least annually) and updated as necessary.

The policy pack is available for all who visit, work in or use The Atlas Centre.

The pack is kept at reception and policies/procedures hard copies are available on request

Atlas Womens Centre Ltd

Policies and Procedures

CONTENTS PAGE

1. Access & Storage of Policies.....	10
2. Health and Hygiene.....	11-13
3. Health and Safety.....	14-15
4. Risk Assessment.....	16
5. Maintenance & Storage of Equipment.....	17
6. Manual Handling.....	18-20
7. C.O.S.H.H.....	21
8. First Aid	22-23
9. Management of Medicines.....	24-25
10.Short Term Medicine Form.....	26
11.Long Term Medicine Form.....	27
12.Managing a Sick Child	28-30
13.Broken Bones	30
14.Exclusion Chart.....	31
15.Safety.....	32-33
16.Safety in the Baby Area.....	34
17.Sun Safety.....	35
18.Answering The Door.....	36
19.Fire Procedure.....	37-38

20. Child Protection & Safeguarding	39-42
21. Flow Chart.....	43
22. Staff Recruitment.....	44-47
23. Confidentiality.....	48
24. Data Protection.....	49
25. Retention & Disposal of Information & Documents.....	50
26. Code of Behaviour.....	51-52
27. Anti - Bullying.....	53
28. Equality and Diversity.....	54
29. Mobile Phone Cameras & Videos.....	55
30. Social Networking & Photography.....	56
31. Whistle Blowing.....	57
32. Allegations against staff.....	58
33. D.B.S. Checks.....	58
34. Staffing and Employment.....	59
35. Student Placement.....	60-61
36. Development and training.....	62-64
37. Staff Absence Procedure.....	64
38. Staff Disciplinary Procedure.....	65-67
39. Staff Grievance Procedure.....	67-68
40. Workplace Stress/Well being.....	69-71
41. Dress Code.....	72
42. Outside Interests.....	73
43. Lone Worker.....	74

44. Parents Partnership.....	75
45. Parental Consent.....	76
46. Behaviour Management.....	77-78
47. STAR Monitoring Chart.....	79
48. Behaviour Incident Form.....	80
49. Restraint & Physical Control of Children Policy.....	81
50. Additional Needs.....	82
51. Changing a child with soiled clothes/underwear.....	83
52. Toileting & Nappy Changing Procedure.....	84
53. Observation & Assessment.....	85
54. Listening to Children	86
55. Play & Participation.....	87
56. Healthy Eating and Menu Planning.....	88
57. Walks and Outings.....	89
58. All Weather Policy.....	90
59. Missing Child	91
60. Complaints Procedure.....	92
61. Signature Page	93

ACCESS AND STORAGE OF POLICIES & PROCEDURES

ACCESS AND STORAGE OF POLICIES & PROCEDURES

Here at Atlas Crèche, we believe that an open access policy is the best way of encouraging participation. Parents/Carers are welcome to view the policies and procedures file, which governs the way the crèche works. These can be accessed and viewed whenever the centre is open, simply by accessing the file which is available at all times in the reception area, in the crèche office or through the website. (www.atlaswomenscentre.co.uk)

All the policies and procedures are reviewed annually and amended accordingly to any changes in law/legislation.

Our qualified staff will ensure that children are protected from harm during their stay in the crèche.

Staff and volunteers in ATLAS are committed to practice and the welfare of children is paramount.

We will ensure that all children participate in an enjoyable and safe environment in which they can have fun and feel respected.

We will promote good practice by:

Providing children and young people with appropriate safety and protection whilst in our care.

Following centre procedures

Record and report any concerns to designated child protection officer

(Gay Sherry-Bingham

Rachael Napier)

Failure to follow safe systems at work and procedures may result in disciplinary action.

HEALTH & HYGIENE

HEALTH AND SAFETY

Outdoor play

Children have plenty of opportunity to play in the fresh air through outdoor play and trips outside the nursery. The Early Years Foundation Stage (EYFS) believe that children benefit through spending time outdoors whatever the weather as this helps them to develop their physical skills as well as their personal, social and emotional skills.

Atlas currently has no outside play area and whenever possible children are taken to Wallace Park.

Written consent will be given by parents before children go to the park.

HYGIENE

Hand hygiene

Regular and effective hand washing among both staff and children is one of the most effective ways of controlling the spread of germs. Hands must be kept clean at all times and gloves must be worn where appropriate.

- Tissues are readily available to adults and children in the crèche. We encourage children dependent on their age and stage of development to blow and wipe their noses and discard tissues in the bins provided.
- All children are encouraged to wash their hands before and after meals / snacks.
- All staff must ensure that they wear gloves when handling food.
- Tabletops must be cleaned with anti-bacterial cleaner and clean table cloths placed on table before food is put on the table tops.
- All children must wash their hands before they participate in cooking or preparing food activities.
- All children are encouraged to cover their mouth when sneezing or coughing and then to wash their hands.
- Hands should always be washed after using the toilet, playing outdoors and playing with animals.

Cleaning and clearing

Disposable gloves and aprons are provided and must be worn by staff when clearing up vomit, blood or any body fluid.

- The affected area must be cleared immediately. The member of staff cleaning the area must first ensure that they are wearing a disposable apron and gloves.
- The fluids or sick must be cleared up using paper towels these are then placed straight in the bucket or disposable bag so that they can be disposed of straight away in the appropriate bins.
- The area must then be cleaned both with paper towels and disinfectant immediately.
- Any equipment which is contaminated must be cleaned with disinfectant and where possible removed from the area until dry and ready to be used by the nursery.
- Contaminated clothing must be removed from the child, and placed straight into a disposable bag for parents to decide what to do with.
- After dealing with bodily fluids the staff member will then remove the apron and gloves and placed in the appropriate bin.

- The staff member will then wash hands using anti-bacterial soap and water.
- Spare clothes from parents are kept in case of accidents. **(See Changing a Child with Soiled Clothes Policy)**
- A staff member will inform the child's parents if they have been sick.

Hygiene in the kitchen

Before adults prepare or handle food they must wash their hands thoroughly and protective clothing must be worn i.e. apron and gloves. All food should be cooked and / or prepared according to manufacturer's / provider's guidelines.

Kitchen staff must use the appropriate chopping boards when handling meat, fish, fruit and vegetables. All chopping boards are coloured coded for use on a certain food.

The colour coding is as follows:

Red – raw meats

Green – Fruit and vegetables

White – Cooked foods

Blue – Fish

All food should be kept covered and refrigerated where appropriate and date recorded.

Once dated the food should be stored for no longer than three days, it should then be disposed of in the appropriate bins.

If food is frozen it should be date recorded and stored for no longer than 3 months, once it has been defrosted it must not be re-froze.

All waste food should be disposed of in the appropriate bins and hands washed after use.

Clean dishcloths and tea towels will be provided daily.

All our kitchen staff must hold a Level 2 Food Hygiene Certificate before handling food.

They are aware of the hygiene hazards associated with their job role and the controls necessary to ensure the safety of food produced. Only staff who have a level 2 Food Hygiene Certificate are allowed to prepare food and bottles within the setting.

Food

The centres ethos in relation to food is to provide a varied diet containing healthy whole food as much as possible.

We believe in providing a wide range of foods from a variety of cultures and actively encourage parents and carers to share recipe ideas with us.

We cater to individual children's dietary needs, which are identified when a parent / carer completes the Initial Personal Record for their child.

When admitting children to the centre and they require meals the centre will obtain information about any dietary requirements and any food allergies that the child may have.

As a centre we display all information about children's allergies on the board in the kitchen. We also store this information in the child's individual records. We will use Soya as an alternative for those who cannot eat dairy products and we will also provide fruit and vegetables for vegetarians and to encourage healthy eating.

All staff which are involved in making or preparing the foods have the relevant training in food hygiene.

Food for the weaning babies is prepared at home by parent / carer.

All areas are cleaned before food or bottles are prepared. All bottles are cleaned by parent at home.

When preparing food or bottles the staff member will first wash their hands and then will put on an apron and set of gloves before preparing the food or bottle. They will then clean down all surfaces before preparing any food or bottles in the area.

All food is checked with the temperature probe before it is served. The temperature of the food must be at least 63 degrees or above but the food must be out of the danger zone when serving.

The fridge is always kept at a temperature of between zero degrees and five degrees and the freezer is kept at minus eighteen degrees or below.

The purchase, receipt and storage of food

When purchasing food from a supplier it is important to ensure that they demonstrate a high standard of food hygiene. When buying from a supplier always check the fridge and freezer temperatures so that you can be sure the food is not spoiled and is fit for consumption.

The person who accepts delivery should check the deliveries for freshness, temperature, colour, odour, contamination, infestations and satisfactory packaging/labels.

They must reject any foods, which are:

- Contaminated food from unapproved sources
- Perishable food above 8°C
- Frozen food above 15°C
- Food evidence of pest activity
- Food which is not covered or with damaged packaging
- Food which is out of date

The manager and the supplier should be notified of any contaminated foods.

Protective Clothing

Food handlers must ensure that they wear protective clothing when handling food, these clothes must be clean and washable without external pockets. Suitable footwear must be worn to prevent slipping and also to protect your feet. Protective clothing used in the kitchen must not be worn outside of the kitchen area (not used to travel to work in). The protective clothing should be removed when visiting the bathroom and should not be hung in the bathroom. Staff are aware that protective clothing is worn to protect the food from risk of contamination and not as a purpose to keep their clothes clean.

Protective clothing should also be worn when dealing with bodily fluids. The staff must ensure that in the event of cleaning up bodily fluids that they are wearing disposable gloves and apron at all times.

Illness

For up to date **exclusions** please see **parent/carers notice board**.

In the event of a child or staff member having a sickness and diarrhoea bug they must stay off for at least 48 hours after the sickness or diarrhoea has stopped.

If a child becomes ill while at the setting the staff member will make sure the child is comfortable. The staff member will call the child's parents to come and collect them as soon as possible.

Also see sick child policy.

HEALTH & SAFETY

This policy applies to all staff, volunteers, directors, members, users, and the general public.

This policy has been drawn up in response to and in accordance with the Health and Safety at Work Act 1974.

At Atlas we are aware that we have responsibility to ensure that all reasonable precautions are taken to provide and maintain working conditions which are safe, healthy and comply with all statutory requirements and codes of practice for all staff, volunteers, directors, users and the general public.

Health and safety poster is displayed at:

Atlas reception Area

First Aid Boxes are situated at:

Atlas reception Area



Atlas Café

The Crèche

If anyone has any concerns please contact:

Gay Sherry-Bingham Atlas Centre Manager

Gillian Burnett First Aider

In the interest of Health & safety of staff and centre users Atlas will ensure that

Statement of general policy	Responsibility of	Action
Premises are kept safe to prevent any risk to all users	Elaine Farr Rachael Napier Gillian Burnett	Weekly risk assessments and actions arising implemented.
Work Equipment checked and cleaned Work areas clean and tidy Work areas appropriate temperature	All Staff	Weekly risk assessments and actions arising implemented Temperatures monitored and recorded
Code of Behaviour is adhered to	Staff Volunteers Users Tutors Centre	COB is displayed in every room. Tutors discuss COB with participants.
Provide training to ensure employees are competent to do their work	Gay Sherry-Bingham	Update and provide training when required.
Implement emergency evacuation procedures	Rachael Napier Gillian Burnett Tutors	Fire drill implemented monthly and recorded. Tutors make participants aware of evacuation route at induction. Side gates unlocked during open hours.
To maintain safe and healthy working conditions, and ensure safe storage/use of substances.	Rachael Napier Gillian Burnet Elaine Farr	Toilets, washing facilities and drinking water provided. Substances stored safely and colour coded.
Ensure adequate first aid box is replenished	Gillian Burnet	Weekly check of first aid box. Actions arising implemented.
Any accident or incident, however minor, will be recorded. Accidents and ill health at work reported under RIDDOR	All Staff Gay Sherry-Bingham	Reporting of certain injuries and accidents will be reported to Lisburn City Council by management e.g. death, major injury, taken to hospital.
Ensure the safety of Lone Workers	Gay Sherry-B	Staff must adhere to lone worker policy

RISK ASSESSMENT

Atlas centre uses its risk assessment systems to ensure that the Centre is a safe and secure place for children, parents, volunteers and staff.

All staff are expected to undertake risk assessments as part of their routine tasks.

In line with current health and safety legislation Atlas will carry out regular risk assessments and take appropriate action to deal with any hazards or risks identified.

It is the responsibility of the manager to ensure that risk assessments are conducted, monitored and acted upon.

Risk assessments will be carried out:

- whenever there is any change to equipment or resources
- when there is any change to the premises □
- when the particular needs of a child necessitates this.

Note that not all risk assessments need to be written down. Staff will decide, in consultation with the Manager, which risk assessments need to be formally recorded.

Daily checks

- Staff will carry out a visual inspection of the equipment and department daily, before any children arrive and sign risk assessment form. Potential hazards that cannot be removed immediately will be recorded and reported to the manager immediately. Area will be made safe or closed
- During the course of the session, staff will remain alert to any potential risks to health and safety.
- The Manager will ensure that any actions needed to mitigate the immediate hazard have been taken and will implement measures to prevent the incident from recurring.
- Recording dangerous events staff will record all accidents and dangerous events on the Incident or Accident Record sheets as soon as possible after the incident. If the incident affected a child the record will be kept on the child's file.

MAINTENANCE & STORAGE OF EQUIPMENT

Purpose of Policy

To ensure that all equipment and materials contained within Atlas comply with Health and Safety regulations and other legislative requirements.

Who is Responsible?

It is the responsibility of the centre manager to ensure that all equipment and materials are safe to use, in good condition and pose no risk to the health and safety of the children or staff in the setting.

How will the Policy be implemented?

- All equipment and materials are purchased from reputable suppliers and comply with the British Standards for Safety.
- All equipment is checked before use to ensure that it is safe for the children and the staff.
- All equipment is cleaned on a regular basis with anti-bacterial cleaner to ensure that the spread of infection is minimised.
- All soft furnishing are washed regularly to minimise the spread of infection.
- All electric equipment is checked annually by a recognised body to ensure its safety.
- All small pieces of equipment are cleaned thoroughly once per week to minimise the spread of infection.
- All equipment and materials are risk assessed before first use and regularly after that to ensure the minimisation of any risk to children or staff.

Storage of Equipment

All equipment and materials in the setting are stored so as to reduce the risk to health and safety of all service users. Equipment and materials which have a high risk assessment are controlled by staff and children will not have open access to these resources. Access to these resources will be dependent upon the risk assessment and will not be used without a member of staff being present.

MANUAL HANDLING

As it is not possible to eliminate manual handling altogether, correct handling techniques must be followed to minimise the risks of injury. A variety of injuries may result from poor manual handling and staff must all be aware and adhere to this manual handling policy.

Preventing injuries

As with other health and safety issues, the most effective method of prevention is to eliminate the hazard – in this case, to remove the need to carry out hazardous manual handling. For example, it may be possible to re-design the workplace so that items do not need to be moved from one area to another.

Where manual-handling tasks cannot be avoided, they must be assessed as part of the risk assessment. This involves examining the tasks and deciding what the risks associated with them are, and how these can be removed or reduced by adding control measures.

As part of a manual handling assessment the following should be considered:

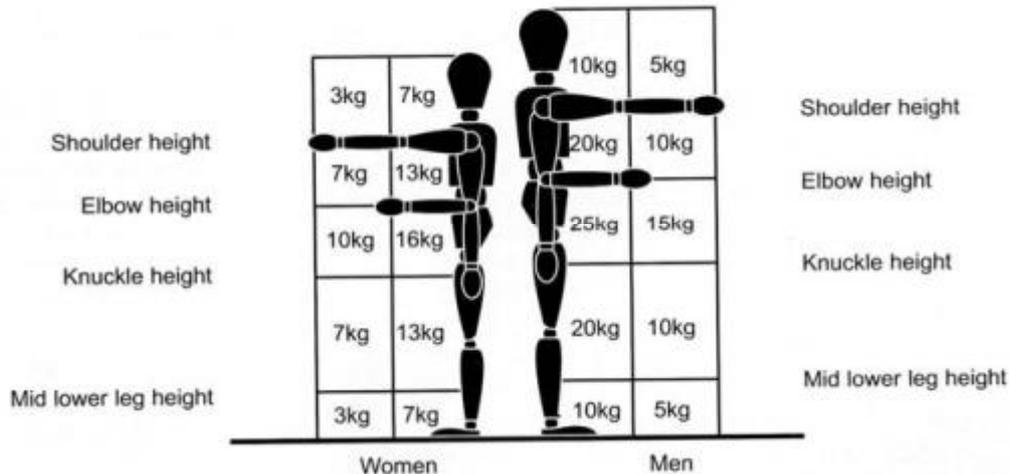
- The tasks to be carried out
- The load to be moved
- The environment in which handling takes place
- The capability of the individual involved in the manual handling.

Planning and procedure

- Think about the task to be performed and plan the lift
- Consider what you will be lifting, where you will put it, how far you are going to move it and how you are going to get there
- Never attempt manual handling unless you have read the correct techniques and understood how to use them
- Ensure that you are capable of undertaking the task – people with health problems and pregnant women may be particularly at risk of injury
- Assess the size, weight and centre of gravity of the load to make sure that you can maintain a firm grip and see where you are going
- Remove any unnecessary packaging, if this will make the task safer
- Reduce the size and weight of loads to make handling easier. This could involve suppliers packing items into smaller consignments before delivery or unpacking packages before moving them
- Assess whether you can lift the load safely without help. If not, get help or use specialist moving equipment e.g. a trolley. Bear in mind that it may be too dangerous to attempt to lift some loads

Correct lifting procedure

Guidelines for Safe Lifting and Lowering of Loads



- If more than one person is involved, plan the lift first and agree who will lead and give instructions
- Plan your route and remove any obstructions. Check for any hazards such as uneven/slippery flooring
- Lighting should be adequate
- Control harmful loads – for instance, by covering sharp edges or by insulating hot containers or anything electrical or dangerous
- Avoid lifting unsafe loads, such as damaged glass or badly packed chemicals
- Check whether you need any personal protective equipment (PPE) and obtain the necessary items, if appropriate. Check the equipment before use and check that it fits you
- Ensure that you are wearing the correct clothing, avoiding tight clothing and unsuitable footwear
- Consider a resting point before moving a heavy load or carrying something any distance.

A number of factors increase the risk of manual handling injuries, and these should be considered and controlled. The following are number of suggestions.

Position

You should always stand in front of the load with your feet apart and your leading leg forward. Your weight should be even over both feet. Position your body (or turn the load around) so that the heaviest part is next to you. If the load is too far away, move toward it or bring it nearer before starting the lift. Do not twist your body over the load to pick it up.

Lifting

When lifting you should always lift using the correct posture ensuring you are in a stable, balanced position:

- Bend your knees slowly but not kneeling, keeping the back straight
- Tuck the chin in on the way down
- Lean slightly forward if necessary and get a good grip
- Keep the shoulders level and in line with your hips, without twisting or turning from the hips
- Try to grip with the hands around the base of the load
- Bring the load to waist height (centre of gravity) keep head up when bringing up the load, keeping the lift as smooth as possible.

Moving the load

- Move the feet to change direction do not twist or turn your body, keeping the load close to the body
- Proceed carefully, making sure that you can see where you are going
- Lower the load, reversing the procedure for lifting
- Avoid crushing fingers or toes as you put the load down
- Position and secure the load after putting it down. Make sure that it is rested on a stable base
- Report any problems immediately, for example, strains and sprains. Where there are changes, for example to the activity or the load, the task must be reassessed.

The task

- Carry loads close to the body, lifting and carrying the load at arm's length increases the risk of injury
- Avoid awkward movements such as stooping, reaching or twisting
- Ensure that the task is well designed and that procedures are followed
- Try never to lift from the floor or to above shoulder height. Limit the distances for carrying
- Minimise repetitive actions by re-designing and rotating tasks
- Ensure that there are adequate rest periods and breaks between tasks
- Plan ahead – use teamwork where the load is too heavy for one person and plan your journey.

The environment

- Ensure that the surroundings are safe. Flooring should be even and not slippery, lighting should be adequate, and the temperature and humidity should be suitable. If you are going through a door make sure that it is open before you lift the load and that children are not present if possible or do it at a quieter time in the day
- Remove obstructions and ensure that the correct equipment is available.

The individual

- Never attempt manual handling unless you have been trained and given permission to do so
- Ensure that you are capable of undertaking the task – people with health problems and pregnant women may be particularly at risk of injury.

C.O.S.H.H

Atlas recognises that using chemicals or other substances can put staff, children, parents, carers and members of the public at risk.

The law requires that employers control the exposure to hazardous substances to prevent ill health.

At Atlas we try to protect employees, children, parents/carers and other members of the public by complying with the Control of Substances Hazardous to health regulations (C.O.S.H.H.) 1999.

Hazardous substances within the nursery include:

- Substances used directly in the work activities such as cleaning agents
- Naturally occurring substances (grain and dust)

To ensure that we comply with C.O.S.H.H. regulations we:

- Assess risks to health arising from hazardous substances used in / created in our workplace
- Decide what precautions are needed. We never allow staff to carry out work that could expose them to hazardous substances without considering the risks.
- Prevent or adequately control exposure
- Ensure that control measures are used and maintained properly and safely
- Ensure that the employees are properly trained and supervised.
- Staff must ensure that they wear the appropriate protective clothing when using cleaning chemicals i.e. apron, gloves.
- Staff must ensure that they follow the instructions on chemical bottle/container.
- Cleaning products/chemicals must **NEVER** be mixed.

FIRST AID

The First Aid at Work Regulations place a duty on the Atlas Crèche to make provision for first aid by:

- Ensuring there is adequate and appropriate equipment and facilities to provide first aid to employees and others who become injured or ill at work or in the centre
- Ensuring that there are suitable persons able to administer first aid if employees or centre users become injured or ill at work/centre

Definition of First Aid is help given to a sick or injured person until full medical treatment is available. Accordingly, staff administering first aid should seek to assess the situation, protect themselves and the casualty from further danger, deal with any life threatening condition and where necessary obtain medical assistance or refer the casualty on to medical staff as quickly as possible.

First Aid Assessment of Need

This assessment will be conducted in accordance with the guidance published by the Health and Safety Executive (HSE) and will ensure that appropriate first aid personnel and equipment are available to:

- Give immediate attention to an employee, or visitor suffering from common injuries and illness and those likely to arise from specific hazards at work;
- Call an ambulance or other professional help as required.
- The amount of first aid equipment and trained personnel necessary will depend on the circumstances of each situation/location.
- All staff are first aid trained and Current Trained First Aider is Gillian Burnett
- All training is updated every 3 years.

First Aid Equipment

- The assessment of first aid need, together with the risk assessment of activities, will determine the level of first aid equipment required.
- All first aid equipment will be contained in a suitably marked container, ideally a green box with a white cross, and located in 3 accessible locations;
 1. The reception
 2. The Café
 3. The Crèche
- First aid boxes should protect first aid items from dampness and contamination

- First Aid record keeping
- Whenever a member of staff administers first aid, they should complete a 'First Aid Administered' form and information on First Aid arrangements.
- Refer the patient onto hospital or to their own GP as appropriate if they are in the opinion that further treatment/attention is required;
- Complete a 'Record of First Aid Administered at Work' form in ALL cases where treatment has been rendered;
- Keep designated first aid boxes fully stocked and ensure that all items are within their expiry date.

MANAGEMENT OF MEDICINES

This Policy is in place to protect both the staff and children when administering medicines in the setting.

Atlas aims to promote good health of all the children attending the setting. In order to do this children who are ill or infectious are asked to be kept away from the nursery until they are well enough to attend (**see Sick Child Policy**). Because Parents are onsite parents administer medication however, If this was not possible and the child requires medication then consent must be obtained from the parent/carer. Medicines will only be given when prescribed by a doctor unless a reason is given as to why the child needs the medicine. Medicines will only be given on the day the consent was gained unless it is a on going medication in which case the parent will need to fill out a long term medication form. Medication which needs to be stored in the fridge is stored between 8°C and 10°C in a separate medication fridge.

Obtaining consent to administer medicines

When obtaining consent to administer medicines the following information must be collected from the parent/carers:

- What the medicine is and why it is to be given.
- When and how much medicine the child has had before attending Atlas
- Record details of the last dosage given, when it was given and the amount of the dose.
- Explain to parents the Administration of Medicines Procedure and that their consent is required for the stated date only.
- Medicines such as antibiotics or eye drops are to be recorded on a short term medication form.
- If the child requires the medication to be given over a long period of time then a long term medication form must be completed.
- Ask parents to stipulate medication and the amount required and sign the consent. The consent form will include child's name, date of birth, name of medication, expiry date, and reason for administering the medicine, parent's name and signature, date and dosage required.
- If the medication requires medical or technical knowledge the staff will be provided with the necessary training.

Administering Medicines

When administering medicines the following procedure must be followed:

- Two members of staff (level 3 qualified and first aid trained) are required for the administering of medicines. One Nursery nurse stays with the child while the other collects the medicine from the medicine fridge (located in the kitchen). Staff are to follow the storage requirements stated on the medication.
- Check that the expiry date for the medicine has not elapsed and that the medication has the child's name on.
- Two members of staff check the identity of the child, record and sign the medicine record sheet and administer the medication.
- One staff member is administering the medicine while another staff member witnesses the medicine being given.
- Only the prescribed dosage stated on the bottle will be given to the child.

- If a child is reluctant to take the medicine, or is sick immediately following it being given, this should be noted on the records and the parents informed immediately. Where necessary the child should be sent home.
- Short term permission forms are used in the event of antibiotics, calpol etc.
- Long term permission forms are used in the event of long term medication i.e. inhalers.

In case of emergency

Staff will dial 999 and act on advice.

An incident form will be completed and the parent will be asked to sign the form.

Records

Children's records are completed and remain in the child room under the supervision of senior staff member until completion of the session. The daily record of the administering of medication is to be signed by the parent or carer at the end of each day to show that the medicine has been given. The completed medicine form will then be kept in the child's folder. These records will be filled in each time a child is given medicine.

There are two types of medication forms they are long term and short term forms. Long term medication forms are for medication which will be administered over a prolonged period of time for example a long term form would be used for inhalers. These forms must be signed at the start of the medication and signed by the parent whenever the medicine is given. A parent must notify the centre if the medication is stopped at any point and this will be noted on the medication form. Short term medication forms are for medicines which only need to be administered for a short period of time for example antibiotics. A short term medicine form needs to be signed daily by the parent on collection from the nursery.

PLEASE SEE END OF POLICY FOR SHORT TERM AND LONG TERM MEDICATION FORMS.

Staff Medication

Staff are required to keep their medication locked away in their lockers. The member of staff must ensure that if they are taking medication that it does not affect their ability to care for the children in the setting; if the medication does affect their ability then they must seek medical advice.

Creams

Staff can only apply sun cream or cream to a child during the nappy change procedure if prior consent has been given by the parent to do so.

Medication Form (Short term)

Name of Child: _____ Date of Birth: _____

Name of Medication: _____ Dosage required: _____

Expiry date: _____

Date and time of last dosage: _____

Reason for giving medication: _____

Time to be administrated: _____

Date permission given by parent/carer: _____

Signature of parent: _____ Staff signature: _____

Date administrated	Time administrated	Dosage given	Signature of staff after dosage has been administrated	Signature of witness	Signature of parent after dosage has been administrated

Permission to give medicines is required daily.

MANAGING A SICK CHILD

Aim

This policy has been written and put into place to promote the good health of the children in our care, in line with the safeguarding and welfare requirements of the statutory framework for the Early Years Foundation Stage.

Policy

It is the policy at Atlas to provide a healthy environment for staff and children. The staff will always endeavour to co-operate fully at all times when implementing health initiatives. The staff within the setting are expected to take care of their own health needs ensuring that they keep the crèche up to date on any health needs or changes they may have.

The crèche will also always ensure that there is a qualified first aider on the premises at all times during the crèche working hours.

Atlas will:

- Ensure that they do all they can to support a child who becomes sick whilst attending the setting.
- Ask parents to supply a range of contact numbers so that they can be contacted quickly if their child falls ill whilst at the setting.
- Keep contact records up to date.
- Train staff to recognise the signs of illness and to respond accordingly. If the setting is unsure of symptoms they will seek advice from the NHS direct line. **(111)**
- Inform parents whenever an outbreak of infectious disease occurs in the setting.
- Where appropriate inform parents of the symptoms to look out for in their own children and provide information on where to seek further help and advice.
- Staff always follow a strict hygiene routine at all times to minimise the spread of infection.
- Children suffering from certain infectious diseases will be excluded from the setting for a period of time. **(See exclusion chart in seating area at crèche entrance).**

Policy and Procedure

Atlas recommends that no child may attend the crèche while suffering from an infectious disease and they should be excluded for the minimum period recommended. **(See exclusion chart).**

Coughs and colds do not normally require the child to be excluded but this depends upon the severity and how the child is able to cope with the nursery routine. A child who is or who appears to be unwell may be refused admission to the setting until they are well enough to attend.

Children showing no signs of illness but are not themselves

If your child has not been their selves at home but are not showing any signs of illness when brought to crèche, then the parents need to mention this to a staff member.

Children who are ill

It is at the discretion of the management team within Atlas whether or not to allow a child into the crèche if they are showing signs of illness. The Manager or Deputy Manager will need to take into account the demeanour of the child and whether they think the child is well enough to take part in activities. They must also consider the risk factors of allowing a sick child into the crèche. The member of staff must consider the staff to child ratios as children who are ill may require one to one attention. If a child who is showing signs of illness or who has recently recovered from an illness attends the setting they will be regularly monitored for signs of illness and their parents will be contacted immediately if they become ill.

Children who become ill

At Atlas if a child becomes ill whilst in the setting, the parents will be contacted straight away to come and collect the child. If the parent is unavailable the emergency contacts provided by the parent will be asked to collect the child.

- A child who is sick or has diarrhoea whilst at the nursery are to be collected immediately and kept away from the setting for 48 hours following the last bout of sickness or diarrhoea. **(See health and hygiene policy).**
- Parents will also be contacted and informed if their child has a high temperature of 38C or above.
- To prevent the spread of conjunctivitis, suspected cases will be reported immediately to parents who will be requested to take their child from nursery to be seen by a doctor.
- Chicken Pox the child will need to be absent from the crèche for a minimum of five days from the onset of the spots. After this time if all the spots have dried and scabbed over the child can return.
- Parents will also be contacted if their child develops a rash or suspected thrush. This will need to be checked by a doctor whose advice should be followed.

Procedures for a serious illness

Should a illness/situation warrant immediate medical attention, the emergency services will be contacted to take the child directly to hospital and the parent/guardian notified accordingly. During this time first aid procedures will be followed **(See first aid policy)**. If the child needs to go straight to hospital, we will call an ambulance and a staff member will go to the hospital with the child. The staff member will take with them the child's entry record as it contains their medical information, the staff member will also consent to any medical treatment (as approved by parents on the entry record forms). We will contact the child's parents/carers with all urgency and if they are unavailable we call the other emergency contacts we have on file for the child.

Illness outbreaks

If there is an outbreak of an illness in the crèche then the manager or deputy manager will consult with the local health protection unit for advice. The crèche may decide to exclude children in order to control an outbreak.

Reporting of illness and conditions

If a child has an illness we would request that the parents contact the crèche as soon as possible. If it is an infectious disease we will inform staff, parents/carers as soon as possible.

If there is an outbreak of a notifiable disease at the crèche, we will inform the local health protection unit, RIDDOR (if appropriate) and OFSTED.

This is particularly important in case a child has come into contact with a pregnant staff member or parent.

If a case of head-lice is found at the crèche, the child's parents/carers will be discreetly informed by the crèche worker when they collect the child. Other parents will be warned to check their own children for head-lice.

The crèche will ensure that care is taken to make sure a child is not identified when giving information about any illnesses or conditions within the setting.

BROKEN BONES

Regarding attendance of children that may have suffered a fracture or broken bone, our insurers advise that:

“PARENTS MUST PROVIDE A LETTER FROM THE CHILD'S GP/DOCTOR STATING THAT THEY SEE NO REASON WHY THE CHILD SHOULDN'T ATTEND NURSERY.”

Atlas staff will carry out a risk assessment for which activities the child can carry out at the setting and will consult with the parents at all times. The crèche may prohibit the child taking part in large physical activities.

Below is a chart showing the contagious illnesses, which result in exclusion from nursery. This must be adhered to at all times to prevent further infection within the nursery.

Disease/Illness	Incubation period	Exclusion period
Chicken pox	13 – 17 days	5 days from first appearance of rash or until spots scab over
Conjunctivitis	1 – 3 days	24 hours or until the discharge from eyes has stopped
Diphtheria		Until certified well by a doctor
Diarrhoea and vomiting		48 hours after last occurrence and symptoms cleared
Gastro-enteritis	1 – 3 days	Until certified well by a doctor.
Hand, foot and mouth disease		While rash and ulcers are present
High temperature		24 hours
Impetigo	4 – 10 days	Until the skin has healed
Measles	7 – 15 days	5 days from onset of rash
Meningitis	2 – 10 days	Until recovered
Mumps	12 – 25 days	5 days from onset of swollen glands
Whooping cough		21 days from the onset or 5 days from commencing antibiotic treatment
Ringworm	4 – 8 week antibiotic treatment	Until treatment has been given and medically cleared
Rubella	16 – 18 days	5 days from onset of rash
Scabies		Until treatment has been given for the whole family
Scarlet fever		5 days from start of the treatment
Slapped cheek		None
Shingles		Until treated
Thread worm		None
Tonsillitis		None
Warts (including verruca)		None. Verruca sufferers should keep feet covered.

SAFETY

Atlas will ensure that children are in a safe, happy and secure environment. In order to achieve a safe environment the following factors are taken into account:

1. Children are supervised at all times, with the correct ratio of staff to children (see staffing).
2. If any accidents / incidents occur they are recorded on an accident / incident form and also first aid treatment is administered when needed.
3. First Aid kits are kept in the crèche toilet, café and reception and are checked regularly and items replaced when required.
4. Pre-existing injury forms are kept and recorded if any child arrives at the setting with any visible marks. This is filled out, signed and dated by the parents.
5. All dangerous liquids, materials are kept out of reach of children.
6. All equipment and toys are regularly checked for safety. Any toys or equipment which is broke or damaged will be removed from the setting.
7. All toys and equipment are cleaned on a regular basis.
8. Risk Assessments are carried out both on a daily and annual basis throughout the crèche.
9. At the end of each month staff sign a declaration stating there has been no change in the following: personal details, pending cautions/convictions.
10. The health and safety policy, COSHH policy and manual handling policy are followed at all times within the setting.
11. All safety checks and reviews are done on an annual basis (PAT testing, fire extinguishers, fire alarms)
12. Fire alarms are tested on a weekly basis.

Recording injuries on arrival

If a child arrives at Atlas with an injury, the member of staff would speak to the parent asking what has happened and how the injury has occurred. The parent would be asked to complete a pre-existing injuries form which will then be kept in the child's personal file. If the injury is noted after the parent has left the setting then the parents would be called and informed of the identified injury, this would be recorded and a signature would be gained when the parents collected their child at the end of that session.

Information which should be included on the form are as follows:

- Full name of the child
- Date of Birth
- Description of injury
- Cause of injury
- Where it happened
- Time and date it happened
- Treatment given
- Signature of parent and staff member

SEE STAFF FOR PRE-EXISTING INJURY FORM.

Whenever possible the staff member must always endeavour to get the parents to fill out the pre-existing injury form.

Explanations, however puzzling should be accepted and not questioned in any way. Accusations should not be made. The staff member needs to make a written record of observations and explanations given. This recording is to ensure that all information is obtained in order to be able to make an appropriate referral.

If the reason given does not match the injury then first response would be informed. If the child is able to tell you what has happen and the parent then says the injury occurred differently then this would be clearly recorded and reported to first respond services.

If a staff member suspects that the injuries have been caused by assault or by failure to protect the child the staff member must alert the designated officer straight away, this person will then without delay contact the Gateway Team who will act on advice.

We will always endeavour to follow our safeguarding procedure if we feel there is any concern regarding a non-mobile infant.

SAFETY IN THE BABY AREA

Staff members are to follow these guidelines whilst working in the baby room:-

- Never under any circumstances leave a baby alone.
- Always be aware of the staff ratios, they are 1:3
- Never leave a child unattended on the changing mat, even for split second, **BE PREPARED!**
- Be aware of the children's needs and developing needs such as: 1)beginning to sit unaided 2) Beginning to walk 3) Feeding themselves 4) Increasing mobility
- Never leave a child alone with a bottle
- As milk is made on the premises, staff must ensure that children are given the right bottle. Therefore the bottles should be clearly labelled.
- Only the designated person can make up bottles. **This person must be level 2 food hygiene.**
- If the designated member of staff is not in the room when the bottles need preparing, the staff should ask for the kitchen staff to prepare them.
- Be aware that students are here to learn. They should be encouraged and staff should inform the leader if they have any concerns.

SUN SAFETY

Atlas believes in sun safety to ensure that children and staff are protected from skin damage caused by the harmful ultra-violet rays of sunlight.

Aim

We aim to make children, staff and parents aware of the harmful effects of the sun and to educate the children to minimise the risks to their health.

Methods

As part of our sun safety policy we will:

1. Educate children throughout the curriculum about how to protect the skin from the sun.
2. Encourage children to wear clothes that provide good sun protection.
3. We will make fresh water readily available to all children and ensure they are drinking plenty.
4. Use sun cream where appropriate. High factor creams can be labelled and brought into crèche and parental permission will be obtained so that cream can be applied by staff to ensure sun safety.
5. Shade will be made available when possible. Shelters are available for the children to play under in the hot weather.
6. Encourage staff and parents to act as good role models by practising sun safety.
7. Remind children and parents about sun safety through newsletters, posters and stories.

Children suffering from heat stress will show signs of discomfort such as Irritability, fatigue dizziness headache nausea and hot, red skin. If heatstroke is suspected, we will make the child as cool as possible and contact the parent/carer; if necessary we will call for emergency assistance.

ANSWERING THE DOOR

To ensure the safety of all children and staff the following procedures must be adhered to:

Answering the door

- ✓ Only qualified members of staff may answer the door and always look through the security hole before opening the door.
- ✓ All persons must be identified before opening the door
If the caller is unknown, they will not be allowed into the crèche.
- ✓ If a person is calling from a company and has an appointment they will be asked to provide identification of who they are and will be asked to wait while the staff member confirms the appointment.
- ✓ Students must not answer the door to anyone including staff members and parents they must alarm a staff member that there is someone at the door.
- ✓ Parents must sign in and sign out on relevant sheet

Authorised Collectors

Each child must have at least one authorised collector, details of which will be outlined on the child's registration form. Parents are requested to preferably first introduce authorised collectors to staff.

A child will not be handed over to a different person unless the parent has given written permission for this to happen (or, in an emergency, if the parent rings the nursery and speaks to the manager or person in charge).

Persons prohibited from collecting children

All staff should be aware that some parents or carers may be legally prohibited from certain forms of contact with their child (e.g. unsupervised). In such circumstances staff will be informed of the child and restrictions. If the prohibited person should call at the nursery they must not be granted access and a senior member of staff must deal with the situation, ensuring that no contact is permitted. The child's main carer must be informed immediately of such an incident. Parents should be aware that unless there is a legal restriction, we are unable to refuse a legal guardian, whom we know, to collect their child. When there is a restriction in place the parents must provide proof to the staff.

FIRE PROCEDURE

General

A fire drill will not be held with prior notice. It is a legal requirement that Atlas carries out fire drills. Although the drills may cause disturbance, we hope that practice in the evacuation of the building, particularly where large numbers of children, staff, parents and visitors are involved, is an important objective in carrying out the fire drills.

General Guidelines

- Atlas is an entirely non-smoking workplace.
- All exits, especially designated fire exits; should be kept free of obstructions at all times.
- All equipment which is not required to be running at all times – including PCs/Laptops etc and lights must be turned off at close of business each night. (The server remains on at all times and is protected by a circuit breaker.)
- If you are last to leave the crèche you should make a final tour of the room to ensure that all electrical appliances and lights are switched off.
- The centre is protected by a fire system which is regularly serviced annually.
- All staff, children and visitors are signed in daily as these records are used when evacuating the building.

The purpose of the drill is:-

1. To acquaint everyone with the nature of the alarm.
2. To make everyone aware of the necessity of evacuating the building when the fire alarm is sounded.
3. To bring attention to the necessity of making oneself familiar with the alternative means of escape from the building and the routine to be followed in the case of a fire.
4. To draw attention to the importance of going to the assembly point, allowing a check to be made that the building has been evacuated and enabling the Fire Service to deal with the fire without delay of searching for children, staff, parents and visitors still to be accounted for.
5. The fire drills also presents an opportunity for members of staff, children, parents and visitors to familiarise themselves as to where the exits are.
6. Co-operation by all concerned will reduce interruption to a minimum, typically no more than 10 minutes.

In the event of a fire the following procedure will be followed:-

- Fire drills are practised on a regular basis
- Raise the alarm by breaking the glass by the front door.
- Alert all other employees by shouting 'FIRE'
- Staff and parents will collect all the children and lead them to a fire exit when a fire alarm is raised.
- A staff member will collect the register
- Staff and children will leave the building through the nearest fire exit.
- All staff, children and visitors will assemble at the main assembly point which is in the train station car park across the road.

- When all children, staff and visitors are assembled the fire officer will do the register to check everyone is out of the building.
- Everyone is to remain at the safety point until it is safe to re-enter the building.
- The designated fire extinguisher user should try to extinguish the fire only if it is safe to do so using the appropriate fire extinguishers.
- If they are unable to extinguish the fire, staff should call 999 giving them the following details:

Atlas Centre
7 Bachelors Walk
Lisburn
BT28 1XJ

- You should also provide a mobile number for the Fire Service to be able to contact you.
- Members of staff must ensure that they follow all instructions given by emergency services.

A record of all fire drills undertaken by Atlas is kept in the office and crèche room.

Fire Extinguisher Sites and Fire Doors

There are three fire exits in the building:

- Main door: At the front of the building on the ground floor
- Fire door: Situated at the back of the ground floor
- Side Door: Situated in the middle of the ground floor

Fire Extinguishers are located in every room and hallway within the centre.

Each site contains Fire Action Instructions and two types of extinguishers. Please ensure you use the right extinguisher for the type of fire:

- Foam: Non electrical equipment
- CO2 – Electrical equipment

All fire extinguishers are checked and maintained annually which is recorded on each appliance with a certificate.

All staff will receive training during the course of their employment as to how to use the fire extinguishers.

Maintenance Procedures

As part of the alarm system maintenance procedure, the fire alarms are tested on a weekly basis. This test will take place at the same time each week this will be every Monday afternoon. Any problems will be recorded in fire procedure folder i.e. poor audibility. If staff are unavailable to hear the alarm at the normal time then a further test should be carried out once a month at another time.

When a test is carried out it should not exceed sixty seconds so that it can be differentiated from the real alarm.

A different manual call point should be tested each week until all have been tested and this should then be repeated in a cycle.

CHILD PROTECTION AND SAFEGUARDING

Atlas is committed to a practice which promotes the welfare of children and protects them from harm. We wish to ensure that all children and young people can participate in an enjoyable and safe environment in which they can have fun and feel valued.

Staff and volunteers within this organisation accept and recognise our responsibilities to develop awareness of the issues which cause harm, and to establish and maintain a safe environment for children and young people.

Atlas will review its policy, procedures and practice at regular intervals, usually annually, but at least every 3 years.

Atlas recognises the Northern Ireland Children's Order (1995) and incorporates its principles into its Child Protection Policy and Procedures.

Parental Responsibility- Atlas recognises the parents of children and young people have a right to respect and consideration and should be involved in decisions concerning their children's welfare.

Partnership- Atlas understands that in order to safe guard children and young people organisations must work together.

Prevention- Atlas understands that it must do as much as possible to ensure that children and young people are kept safe, this includes ensuring staff are appropriately checked, staff are regularly trained in relation to first aid and child protection, by ensuring that when disclosures are made that young people are supported and the situation handled in a sensitive and appropriate manner.

Protection- Atlas must ensure that a balance is found between protecting the child and respecting the rights of the family.

Paramourncy-Atlas recognises that the welfare of the child is the prime concern. They have a right to be listened to, respected and consulted.

In order to safeguard children Atlas will:-

Follow the procedures relating to the recruitment and selection of staff and volunteers, see attached copy.

Provide effective management for staff and volunteers through supervision, support and training.

Report concerns to the appropriate statutory agencies, The Gateway Team whilst ensuring the involvement of parents and children where appropriate.

Adopt child protection procedures through a code of behaviour for staff and volunteers, see attached copy.

Share information about child protection and good practice with children, parents, staff and volunteers.

Ensure health and safety procedures are adhered to.

Atlas is aware that it is a criminal offence to employ someone who is disqualified from working with children and young people in a regulated position and it is a criminal offence not to dismiss a person who is disqualified from holding a regulated position. Atlas is a registered body and provides enhanced criminal records checks for all prospective employees and volunteers.

DEFINITIONS OF ABUSE

Abuse can take a variety of shapes and forms and the perpetrator can be both, an acquaintance or a stranger.

Forms of abuse are characterised as follows:-

Neglect- persistent or severe neglect of a child resulting in serious impairment of the child's health or development. Examples may be related to food, hygiene, clothing, supervision, safety precautions and medical care.

Physical- inflicting or knowingly not preventing the physical injury of a child in their custody or care.

Sexual- involvement of children who are developmentally immature in sexual acts or the viewing of sexual activities (for example pornography) that they do not understand or are able to give consent to.

Emotional- severe emotional ill treatment, rejection, resulting in developmental issues.

When working with children and young people there may be indicators of abuse. It is important that all concerns are passed on to the Designated Officer no matter how insignificant they seem. A list of indicators is detailed below.

POSSIBLE INDICATORS OF ABUSE

Sudden, unexplained changes in behaviour- problems with speech, erratic and out of character behaviour, outbursts of anger/ hysteria.

Signs of mutilation- bruises, scratches, bite marks. In the case of sexual abuse injuries to breasts, buttocks, lower abdomen or thighs.

Attention seeking behaviour, development of anorexia/bulimia, becoming a chronic runaway, wetting or soiling, recurring nightmares.

Failing to thrive, poor hair and/ or skin, lack of confidence, fear of new situations, poor relationships with peers.

Inappropriate sexual behaviour, perhaps with comments, being exaggeratedly seductive, sexually transmitted infections or unexplained pregnancy. Unusual stories or discussion of a sexual nature

DEALING WITH DISCLOSURE

A disclosure is when a child/young person tells a staff member that they are being harmed or abused. It is important that the young person is supported having made the disclosure.

Remain Calm, try not to allow yourself to become shocked as this will add to the distress.

Speak to the young person in a quiet area which is visible to other staff.

Listen carefully to the young person without investigating.

Assure the young person that you will support them.

Explain to the young person that you will discuss the situation with your Designated Officer
Designated officers Gay Sherry-Bingham & Rachael Napier

Ensure that young person understands that the abuse is not their fault.

Record in writing what was said by the young person.

Forms are located in each department.

Report the alleged abuse to the Designated Officer directly, do not discuss with other colleagues.

Seek additional support from manager if required.

DEALING WITH AN ALLEGATION/CONCERN FOR STAFF

An allegation about a staff member occurs when a child/young person, parent or other staff member reports specific unacceptable behaviour where a child/young person has been harmed or abused in some way. This may include unacceptable behaviour, communication, favouritism, negligence.

The steps to deal with disclosure are used in the same way to handle a concern or allegation regarding a member of staff. If the concern/allegation is against the designated officer the report should be made to the Atlas Centre Chairperson.

Contact details for the Chairperson can be obtained from the Centre Receptionist and Crèche Department.

REPORTING PROCEDURE

Allegations or suspicions of abuse should be reported to the Designated Officer immediately. If the designated Officer is not in Atlas at the time they can be contacted on their mobile, details of which can be obtained from the Centre Receptionist and Crèche

Department. The designated officer will review the situation and decide if a referral needs to be made to The Gateway Team.

It is important that all recordings are kept in a safe location, locked filing cabinet in designated officer's office. It may be necessary for you to attend subsequent case conferences to share information to ensure protection of the welfare of the child. Recordings of this nature will be kept by Atlas for 3 years.

If a disclosure or allegation is made at the weekend the Designated Officer can still be contacted on the mobile. A decision will then be taken as to whether to make an immediate referral or if the situation can be revisited on Monday morning, the child/young persons wishes will also be considered at this point.

Where a child/young person is in need of medical assistance staff are expected to accompany them to Accident & Emergency. If this action is taken a written recording of this trip must also be taken. There must be 2 members of staff present with a young person in this situation at all times. Written reports must be completed at the first opportunity to ensure they are accurate. These must be available to the Designated Officer.

Accident forms should be completed in relation to accidents regarding both staff and young people. Accident forms are kept in the office behind the reception desk and in each department.

PROCEDURES FOR REPORTING ACCIDENTS OR INCIDENTS

You have a moral and legal duty to **RECALL, RECORD & REPORT** all accidents, incidents and concerns about a child or the behaviour of a member of staff within the setting.

Record on accident/incident form & **REPORT** all accidents/incidents.

Inform parents/carers if a child has an accident, no matter how small and in the case of disclosed abuse report directly to Designated Officer.

(Gay Sherry-Bingham

Rachael Napier)

Our designated First Aid Officer is Gillian Burnett.

Any concerns regarding the safety and welfare of a child or suspected and disclosed child abuse must be recorded and reported to Designated Officer

(Gay Sherry-Bingham Rachael Napier 07541852526)

The Designated Officer will report concerns to the

Gateway Team 0300 1000 300

The Child Care Team contacted will provide advice on what action, if any, the Designated Officer must take.

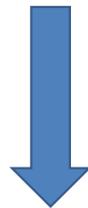
Parents will be informed when, or if, cases or incidents are reported to Social Services. All information will be treated in the strictest of confidence and kept in a separate locked file.

Child Protection Flowchart

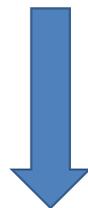
If you have ANY concerns



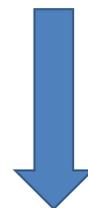
**Speak to the Designated Officer Gay Sherry-Bingham either in person or
on 028 92605806**



If the concern actually involves a Designated Officer you can contact



**Refer to Gateway Team 0300 1000 300 or
028 92 565444 out of hours**



**Refer to Early Years Team within Social Services 028 44513807 or
Police (101)**

STAFF RECRUITMENT

The following procedures will help screen out and discourage those who are not suitable to work and volunteer with vulnerable adults and children.

Defining the role:

We will be clear about the kind of person we require to fill the post.

Recruitment Publicity:

Accurate and detailed recruitment material will be drawn up outlining the role, responsibilities and requirements expected of staff and volunteers and advertised internally and externally when necessary to ensure equality of opportunity within the local community.

Application Form:

The applicant will be supplied with a clear job description and policies.

Declaration:

All applicants will be asked to sign a declaration stating;

- There is no reason they would be considered unsuitable to work with children
- Unspent criminal convictions and cautions and cases pending against them
- Agreement to Enhanced Access NI check when required

Interview:

At least two representatives of ATLAS will conduct an interview.

Identification:

ATLAS requires some form of identification, which shows the applicant's full name, date of birth and current address, together with signature and photograph.

References:

ATLAS requires at least two references from all applicants who are not family members and one of who should have first-hand knowledge of the applicant's previous work or contact with children. References will be taken up in writing and followed up orally.

Access NI:

The Safeguarding Vulnerable Groups (NI) Order 2007 (SVG Order 2007) places a requirement on organisations to carry out checks on prospective staff and volunteers working with children and young people. These checks are carried out through AccessNI. As well as accessing the relevant criminal conviction information, the check will also determine if the individual has been placed on the Children's or Vulnerable Adults Barred List established under the SVG Order 2007.

This is the final stage of the recruitment process and the staff/volunteer will not start until AccessNI Certificate is returned and examined by ATLAS manager/directors.

RECRUITMENT OF EX OFFENDER'S

The Rehabilitation of Offenders Act 1974 (ROA) was introduced in order to protect individuals who are convicted of minor, one time offences, from future discrimination. The ROA enables certain convictions to become 'spent', or ignored, after a 'rehabilitation period'.

A rehabilitation period is a set length of time from the date of conviction. After this period, with certain exceptions, an ex-offender is not normally obliged to disclose the conviction when applying for a job, obtaining insurance, or when involved in criminal or civil proceedings. Once a conviction has become spent, the individual can, for most intents and purposes, truthfully declare that they do not have a criminal record.

Employers cannot legally ask candidates about spent convictions, and cannot consider spent convictions in their recruitment decisions.

Exempt Positions

Certain positions are exempt from the ROA. For these exempted positions, employers are entitled to enquire about spent convictions. For some positions, it is a legal requirement for the employer to enquire about spent convictions before hiring the individual.

Typically, a position is considered exempt because it involves frequent contact with children and/or vulnerable adults. In some cases, positions that entail certain types of authority, or individuals with access to certain sensitive information are also considered exempt. This ruling is intended to protect children, other vulnerable groups, and the public from individuals that hold positions of authority over them.

The Recruitment Decision

Employers have certain responsibilities with respect to the usage of the disclosure information, especially where a criminal conviction has been revealed. Employers are not allowed to refuse an individual employment solely based on the fact that they have a criminal record. They should obtain as much detail as possible about any convictions and make a balanced judgement thereafter, paying careful consideration to the following:

The nature of the offence.

Its relevance to the post, position or profession in question.

How long ago the offence took place.

The person's age at the time.

Whether it was an isolated offence or part of a pattern of offending.

What is known about the person's conduct and character prior to or since the offence.

However, the nature of some offences or inclusion on certain lists, such as the Protection of Children Act 1999 (POCA), can be enough to disqualify an individual from specific posts.

The overriding criteria being to safeguard and promote the welfare of children and vulnerable families.

The safety and welfare of children, vulnerable adults and families will be a paramount overriding consideration in determining the suitability of applicants to volunteer for or work for Atlas.

INTERNAL TRAWLS AND 'ACTING UP' OPPORTUNITIES

Atlas Women's Centre is committed to promoting equality and valuing diversity in everything we do including service delivery and employment. In normal circumstances, all posts should be publicly advertised however, there may be times when we may need to use alternative recruitment methods.

We believe that internal trawls and acting-up opportunities can enable employees to broaden their horizons and understanding, develop new skills and increase their capacity to respond to and contribute to the growth and improvement of service delivery within the centre.

Both opportunities are recognised as being valuable for employee development and addressing the need to cover posts. In addition, they offer benefits for all parties involved by:

- Allowing employees to be moved to areas of increased work to meet changing demands
- Providing unique development opportunities for employees to perform in challenging situations
- Enhancing employee motivation
- The transfer of employees skills and knowledge
- Giving employees an opportunity to gain a greater understanding of different services
- Supporting succession planning.

Atlas will actively support acting-up opportunities where it is reasonable and practicable to do so and where operational needs will not be adversely affected however, employees do not have an automatic right to undertake an 'acting-up' opportunity.

This policy applies when it is necessary to fill a post on a temporary basis, beyond the first four weeks, which should be covered by short-term arrangements within the department.

The aim of this policy is to enable all eligible employees to have the same opportunity in certain situations for example:

- temporarily covering a post until a substantive appointment can be made
- filling a post to cover for maternity leave
- filling a post to cover long term absence (e.g. sickness absence)
- to undertake short term project work

With this in mind, there should be a 12 - month maximum limit on the length of an arrangement to be reviewed thereafter by the manager; in conjunction with The Board of Directors.

CONFLICT OF INTEREST

Board members have a legal obligation to act in the best interests of ATLAS and in accordance with ATLAS' governing document. Conflicts of interest may arise where an individual's personal or family interests and/or loyalties to some other individual or group conflicts with those of ATLAS. Such conflicts may create problems.

They can:

- inhibit free discussion;
- result in decisions or actions that are not in the interests of ATLAS; and
- risk the impression that ATLAS has acted improperly.

The purpose of this policy is to protect both ATLAS and its Board members from any appearance of impropriety.

What to do if you face a conflict of interest

All conflicts of interest, whether actual or potential, should be declared promptly at the earliest possible opportunity on the conflict of interest register: Any Board member who has a financial interest in a matter under discussion should declare the nature of their interest and withdraw from the room. If a Board member has any interest in the matter under discussion, which creates a real danger of bias, that is, the interest affects the organisation which they represent, or a member of their household, more than the generality affected by the decision, they should declare the nature of the interest and withdraw from the room. If any Board member has any other interest which does not create a real danger of bias, but which might reasonably cause others to think it could influence their decision, they should declare the nature of the interest, but may remain in the room, participate in the discussion, and vote if they wish. If any Board member is in any doubt about the application of these rules, they should consult with the chairperson. If you fail to declare an interest that is known to the company secretary or the chairperson, the chairperson will declare that interest.

Decisions taken where a Board members has an interest in the event of the Board having to decide upon a question in which a board member has an interest, all decisions will be made by vote, with a simple majority required.

A quorum must be present for the discussion and decision.

Interested parties will not be counted when deciding whether the meeting is quorate.

Interested Board members will not vote on matters affecting their own interests.

All decisions under a conflict of interest will be recorded and reported in the minutes of the meeting. The report will record:

- the nature and extent of the conflict;
- an outline of the discussion;
- the actions taken to manage the conflict.

Independent external moderation will be used where conflicts cannot be resolved through the usual procedures.

Data Protection

The information provided will be processed in accordance with data protection principles as set out in the Data Protection Act 1998. Data will be processed only to ensure that Board members act in the best interests of ATLAS. The information provided will not be used for any other purpose.

CONFIDENTIALITY

ATLAS respects the right for all information, records and observations to be treated with respect and with due attention to confidentiality and privacy.

For staff/volunteers all private information and conversations regarding participants, staff, tutors, directors and volunteers must remain confidential and stored in a locked, secure cabinet.

For participants all personal information disclosed during class must remain confidential.

No personal information should be disclosed to third parties without their knowledge.

However the legal principal that the welfare of the child is paramount means that considerations of confidentiality will not be allowed to override the right of the child to be protected from harm, therefore in some circumstances confidentiality needs to be broken.

(See child protection policy)

All registration forms and records of participants and children attending the crèche will be kept in a secure, locked place for as long as requested by individual funders, then shredded.

The Accident/Incident forms will be retained indefinitely.

Parents may have access to the records of their own children but may not have access to information about any other child.

Any confidential information given to staff will not be passed onto other adults without permission.

All issues pertaining to employment of staff, whether paid or voluntary will remain confidential to those who are directly involved with personnel decisions.

DATA PROTECTION

ATLAS is committed to protecting the rights and privacy of individuals associated with the centre in accordance with the Data Protection Act 1998.

In order to comply with the law all information collected will be used fairly, stored safely and securely and not disclosed to any third party unlawfully.

All processing of personal data are governed by the Data Protection Act 1998. The act applies to all personal data – whether they are held on computer or a manual file.

Personal data is defined as information relating to an identifiable living individual and can be held in any format, electronic, paper based, photographic etc from which the individuals information can be readily extracted.

All staff who are concerned with or have access to such data have an obligation to ensure that they are processed according to the eight principles of data protection and the rights of data subjects. This means that the centre staff must treat all data carefully and must not disclose personal data to unauthorised persons.

The eight data protection principles are:

- Data should be processed fairly and lawfully.
- Data should be obtained for one or more specified lawful purposes.
- Data should be adequate, relevant and not excessive.
- Data shall be accurate and where necessary kept up to date.
- Data is not kept longer than is necessary for its purpose.
- Data shall be processed in accordance with subject rights under the act
- Appropriate technical and organisational measures shall be taken against unauthorised/unlawful processing, loss, destruction, damage to personal data.
- Data shall not be transferred outside EEA unless that country/territory ensures adequate level of protection for rights and freedoms of data subjects in relation to the processing of personal data.

RETENTION AND DISPOSAL OF INFORMATION AND DOCUMENTS

Storage and access

Information and documentation concerning project, staff and participants will be kept securely, with access strictly controlled and limited to those who are entitled to see it as part of their duties.

Handling

All project information is only passed to those who are authorised to receive it in the course of their duties.

Usage

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

Retention

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

Disposal

Once the retention period has elapsed, we will ensure that all information is immediately destroyed by secure means, ie. by shredding or burning. While awaiting destruction, Disclosure information will not be kept in any insecure receptacle (eg. waste bin or confidential waste sack).

CODE OF BEHAVIOUR AND CONDUCT

Atlas aims to help children develop and grow in a happy, relaxed and enjoyable environment. Members of Staff are good role models for children showing good behaviour and drawing attention to friendliness, care and courtesy.

Positive and good behaviour from children is encouraged and always praised.

For Staff, Volunteers, Parents & Centre Users

To protect children, staff and volunteers this should be followed at all times by all parties to;

- Ensure health & safety
- Promote holistic development
- Promote good health, hygiene and wellbeing

DO	DONT
Provide a happy, caring, stimulating environment	Leave children unattended
Listen to children and vulnerable adults and value opinions	Ignore or shout at a child/individual
State that the behaviour is unacceptable not the individual	Use any form of punishment
Praise good, discourage unwanted behaviour	Use in-appropriate language
Use appropriate language	Engage in any inappropriate touch or horseplay
Be a good role model eg Happy and Positive	Be impatient with child/adult
Respect all children and adults	Tell a child they are bad or naughty
Encourage sharing, understanding rules and tidying up	Use mobiles phones in the crèche Or during working hours
Be tolerant and understanding of diverse beliefs and cultures	Spend excessive amounts of time alone with children
Address negative behaviour in both children and adults	Let allegations made by a child/vulnerable adult go unrecorded

Respect Others – Abusive behaviour/language will not be tolerated

Respect confidentiality

No food or drink in the computer suite

Rooms must be left tidy

Discrimination will not be tolerated

Bullying will not be tolerated

No smoking/E Cigarettes or alcohol permitted inside the building

No animals except guide dogs

Due to health & safety children are not allowed to run around

Anyone under the influence of alcohol or drugs will be asked to leave

ANTI BULLYING

ATLAS will not tolerate bullying.

Bullying adversely affects working and social conditions for children/vulnerable adults/staff/volunteers, and visitors to the centre, and is unacceptable.

Any incident of bullying will be regarded very seriously and may be grounds for disciplinary action.

Bullying causes distress and anxiety it can be detrimental to all aspects of people's lives.

It can range from extreme forms such as violence and bullying, to less obvious actions like ignoring someone.

Some general examples may include:

Physical contact ranging from touching to serious assault

Verbal and written harassment through jokes, offensive language, gossip and slander, sectarian songs, letters, etc

Visual display of posters, graffiti, obscene gestures, flags, bunting and emblems

Isolation or non co-operation at work, exclusion from social activities.

Two important examples, amongst others, are sexual harassment and racial harassment both of which are illegal.

Any behavior that is offensive, intimidating or hostile.

Interference with individuals' working or social environment;

It is important to remember that differences of attitude, background or culture and the misinterpretation of social signals can mean that what is perceived as harassment by one person may not seem so to another.

Bullying is when someone keeps doing or saying things to have power over another person.

If you feel you are being bullied tell someone. You will be believed.

Report all concerns to staff, Designated Officer or Barbara Hamill (Chairperson)

EQUALITY & DIVERSITY

We are committed to equality of opportunity in all areas of its work. All individuals will be treated in a fair and equal manner and in accordance with the law regardless of gender, marital status, race, religion, colour, age, disability or sexual orientation.

Atlas will not discriminate in any area of employment, or in the provision of services.

Anyone who feels that he or she has been subjected to unfair discrimination should take the matter up with the Chair person or line Manager.

We will maintain equality of opportunity for all adults and children by implementing the following procedures.

- The Centre will convene meetings at a time and venue that enables the majority of adults to attend and to ensure equal access to information and involvement in the centre and crèche.
- We offer an inclusive, accessible, integrated learning environment.
- Members of the community are informed of the location and opening times of the centre and crèche through advertising in local media and display of posters/leaflets in local amenities.
- All staff, volunteers, participants and children in our Crèche will be respected and their individual needs taken into consideration, to enable them to work and develop in an environment free from prejudice and discrimination.
- Any discrimination language, behaviour or remarks by children, parents or staff/volunteers is unacceptable in the centre.
- Supporting the victim and helping those responsible to understand and overcome their prejudices will positively challenge discrimination.
- We encourage everyone to recognise and accept different attitudes and beliefs.

MOBILE PHONE, CAMERAS AND VIDEOS

Policy statement

At Atlas we take steps to ensure that there are effective procedures in place to protect children, young people, and vulnerable adults from the unacceptable use of mobile phones and cameras in the setting.

Procedures

Personal Mobile Phones

- Personal mobile phones belonging to members of staff are not used on the premises during working hours.
- At the beginning of each individual's shift, personal mobile phones are stored in lockers. If no lockers are provided, they must be stored in a locked office drawer or storage cupboard
- In the event of an emergency, personal mobile phones may be used in the privacy of the office, with permission from the manager.
- Members of staff ensure that the telephone number of the setting is known to immediate family and other people who need to contact them in an emergency.
- If members of staff take their own mobile phones on outings, for use in the case of an emergency, they must not make or receive personal calls as this will distract them.
- Members of staff will not use their personal mobile phones for taking photographs of children on outings.
- Parents and visitors are requested not to use their mobile phones whilst on the premises. Visitors will be advised of a quiet space where they can use their mobile phone, where there are no children present.

Cameras and videos

- Members of staff must not bring their own cameras or video recorders into the setting.
- Photographs and recordings of children are only taken for valid reasons, i.e. to record their learning and development, or for displays within the centre.
- Photographs or recordings of children are only taken on equipment belonging to Atlas.
- Camera and video use is monitored by the manager.
- Where parents request permission to photograph or record their own children at special events, permission will first be gained from all parents for their children to be included.
- Photographs and recordings of children are only taken of children if there is written permission to do so (found on the individual child's Registration Form).

SOCIAL NETWORKING

It is important that staff ensure proper practice when using the internet including social networking sites. This is to protect the children, parents and other staff in the nursery. It is also to guard the centre and your personal reputation. Atlas centre policy states that staff members are allowed to use any social networking site as long as they follow these guidelines regarding the impact social networking has on the centre. Failure to comply with the above is an invasion of privacy and may infringe Confidentiality Policy. The guidelines include but are not limited to:

- Staff must not publicly mention any of the children from the crèche on their online profiles;
- Staff must avoid writing indirect suggestive comments about the centre on their social networking sites e.g. "I've had a bad day at work";
- Staff must not publish photos of the children on their online profiles;
- Staff must not publicly write anything about other staff members on their social networking sites;
- Staff must not use their mobile phones to take photos or go on social networking sites whilst in the centre;
- In order to maintain professional boundaries staff should not accept personal invitations to be friends from parents or carers that use the centre unless they know them in a personal capacity.

Staff members are advised to set their online profiles as private so that only friends are able to see their information. This can help to prevent any accidental breaches of this policy.

Please be aware that serious breach of the Social Networking policy could result in disciplinary action.

PHOTOGRAPHY

From time to time we like to take photographs of our centre in action and make displays inside the building. Under no circumstances will these photographs be circulated outside the setting, used for promotional purposes or posted on the website unless express permission is received in writing from parents/carers beforehand.

The Permission slip will be enclosed in our starter pack. The photographs are used for evidence and put into the child's learning journeys.

No photo's will be taken of a child if consent has not been gained from the parents first. Under no circumstances are parents allowed to take photos of their children or other children in the setting.

ALLEGATIONS AGAINST STAFF

If an allegation of abuse is made against a member of staff, the safeguarding officer will immediately inform the Gateway Team.

Atlas will conduct an internal investigation and the staff member against whom the allegation has been made will be suspended whilst this takes place ensuring confidentiality.

Atlas will suspend the staff member during the period of investigation, the reasons for the suspension will remain confidential and the confidentiality policy rules apply to all staff should they be aware of the circumstances.

Atlas will ensure that the investigation is not interfered with. Atlas will encourage staff to cooperate with the investigation in any way it can and act impartially.

If the allegation is found to be false the staff member will receive appropriate support.

If allegation is found to be true DBS will be notified.

The disciplinary procedure will also be followed during this process and all interviews with the staff member recorded.

DISCLOSURE AND BARRING SERVICE CHECKS

Working in Regulated Activity with Children

The definition of regulated activity relating to childcare is:

- Unsupervised activities: teach, train, care for or supervise children, or provide advice/guidance on well-being, or drive a vehicle only for children.
- Work for a limited range of establishments ('specified places') with opportunity for contact. Not work by supervised volunteers.
- Relevant personal care

Anyone working with children within the centre are required to have a Disclosure and Barring Check through AccessNI

Any candidate who is barred will not be employed within Atlas

STAFFING AND EMPLOYMENT

In accordance with the HSC minimum standards V2 July 2013 Atlas adheres to the adult / child ratio in order to enable us to provide good, safe childcare.

Maintaining Ratios

Under twos	One member of staff to every three children.
Two to three year olds	One member of staff to every four children.
Three plus	One member of staff to every eight children.

We maintain the ratio by keeping within the capacity of the crèche. We ensure at all times that there are enough staff members to cover the amount of children booked on a daily basis. The Manager (Gay Sherry-Bingham) is supernumerary; therefore if a member of staff is away sick then they are able to cover.

We operate a key worker system that ensures that all children have one member of staff who records, observes and completes regular development checks on them. Regular staff meetings are held to discuss children's progress and concerns. Staff appraisals are carried out every year and monitored on regular basis. The crèche keeps records about the staff regarding their qualifications, identity checks and all the vetting processes that have been completed. The staff will also receive full induction training to help them understand their roles and responsibilities within the centre, this would cover emergency procedures, policies, safeguarding and health and safety issues.

STUDENT PLACEMENT

This policy represents the agreed principles for Student placement throughout Atlas.

We recognise that the quality and variety of work, which goes on in a crèche, makes it an ideal place for student on placement from school or college child care courses.

Students will attend a pre-visit to the crèche for an interview, followed by their student induction and tour. At this time students will have the opportunity to read and discuss relevant health and safety policies, receive information which includes their hours, dress code, centre telephone number, address and all important policies such as Confidentiality, Safeguarding, Health and Safety, Manual handling and the fire drill procedure.

Students are welcomed into the crèche on the following conditions:

- The needs of the children are paramount.
- Students will not be admitted in numbers which hinder the essential work of the centre.
- Students must be confirmed by their tutor as being engaged in a bona fide child care course, which provides necessary background understanding of children's development and activities.
- It is expected that during the student's placement, their tutor will visit the centre or have verbal communication to receive feedback about the student's progression.
- Students will be offered support and guidance throughout their placement and offered constructive honest feedback in respect of their performance. Staff will respect individual students' needs and abilities and will aid their development.
- Any more information gained by the students about the children, families or other adults in the crèche must remain confidential.
- Students will never be left unattended with children and will be DBS Checked.
- Unless registered as a fit person, a student will not have unrestricted access to children. If for any reason the staff, children or parents are unhappy with a student then it will be necessary for he or she to leave immediately.
- Staff / volunteers / students under the age of 17 cannot count towards the ratio and should be supervised at all times.
- Students must be polite and courteous to the staff at the setting and to the parents that use the setting.
- Mobile phones are not to be used throughout the building and must be either kept at home or locked away in their own lockers.
- It is extremely important that all students adhere to the safeguarding practice within the crèche and confidentiality within their working contract.
- A student must never contact a parent or relative of a child who attends the setting regarding how they have been or what they have doing. Ever if they know the parents or relative on a personal level.
- A student must not answer the door at the nursery to any parent or visitor of the setting; they must alert a staff member.

- A student should not answer the telephone within the setting.
- A student cannot give feedback to a parent at the setting regarding how their child has been.
- All students are encouraged to contribute fully to the nursery routine and to spend some time in each area.
- **STUDENTS MUST ADHERE TO THE NURSERY'S POLICIES AND PROCEDURES AT ALL TIMES.**

Any student found to be discussing a child's welfare or sharing private information regarding any child/ren or staff will go through the disciplinary procedure which could result in dismissal.

TRAINING AND DEVELOPMENT

Atlas is a training organisations therefore training and development is an ongoing process. We offer a variety of in house programmes and outside training. All staff members must also be willing to attend other courses which would benefit the crèche/centre and increase their knowledge of childcare legislation and other issues.

A number of courses may be available funded by local training networks and other training may be funded by the centre. We aim to book staff on courses within the working hours however this is not always possible toil may be arranged.

Staff Induction

All staff and volunteers will receive induction training. The training will include the following:

- Policies and procedures
- Safeguarding children
- Reporting concerns
- Partnership with parents
- Fire procedure
- Health & Safety
- Contracts / Probationary period
- Sign in – Sign out
- Centre Tour and introductions

Staff Meetings

Staff will attend weekly staff meetings if that is their day of work to ensure good communication systems Atlas will endeavour to arrange team meetings monthly. If this is not your day of work toil will be accrued.

Staff Observations

The management team will carry out observations on the staff which will be kept in their personal files. The observations will be used to help identify the staff members strengths and weakness. There will also be an opportunity for the staff member to comment on how they feel they did during the observation period.

Staff Supervisions

Supervisions will be carried out quarterly at a time that suits supervisor and supervisee BUT please remember that Atlas has an open door policy. If you have a concern, feel anxious or stressed and need a chat please call into the office and we will try our utmost to support you ASAP.

Child Protection concerns should be reported immediately and NOT left to supervisions.

Purpose of Management Supervision

Management supervision is a two-way process in which members of staff and their line manager will:

- Ensure that work is being carried out according to job descriptions, specifications and procedures. (There is an understanding that the roles will develop and change).
- Receive feedback on their performance and positive support.
- Ensure that development and training opportunities are being secured to meet the objectives agreed in the staff member's personal development plan
- Consider particular pieces of work and their work programme.

Principles

- All staff have the right to receive feedback on their performance at work, through supervision and Appraisal/Personal Development Planning.
- Management Supervision and Support is the overall term for a package of development for staff, which includes an opportunity for regular supervision, appraisal and personal development planning.
- Line managers should receive appropriate preparation time to supervise employees and must carry out supervision in a fair and objective manner.
- Feedback given in supervision about performance e.g. good practice or areas for improvement must be supported by evidence.

The direct line manager has responsibility for the person being supervised and will undertake that supervision. On occasions this may be delegated to an appropriate deputy.

- Supervision will be recorded and the contents agreed by both the line manager and the person being supervised. The person being supervised will have a copy of this record.
- Supervision records held by both parties are the property of ATLAS. The line manager will ensure that copies of their records are stored in a secure place.
- Supervision should be carried out in an environment that allows privacy and the opportunity for confidentiality.
- Supervision will offer space to explore and identify personal issues that impact on the work and further support will be agreed as appropriate.

Intended Outcomes

As a result of supervision it is intended that staff will:

- Know what is expected of them in doing their job
- Receive support, encouragement and recognition
- Identify areas of performance where improvement is needed and any areas of concern
- Review workload tasks and objectives.
- Agree objectives and targets for the next period.
- Agree support arrangements for the next period, formal and informal.

Documentation

Supervision records will assist with development and feed into appraisal and Personal Development Plans. This will be signed by the line manager and the staff member at the end of the session.

If there are issues relating to performance and achieving objectives a further supervision session may be agreed to discuss these issues separately and in the required depth and an action plan commenced.

Staff Appraisals

These take place once a year. The appraisal consists of a meeting with the staff member and their manager and or deputy manager of the nursery. The manger/deputy manager will discuss the staffs strengths and weaknesses and will consider any further training should any need arise. The staff member will be given ample notice of their appraisal in order for them to complete a self appraisal form.

During the appraisal the following aspects may be considered:

1. Immediate improvements which must be made.
2. Long term improvements needed
3. How the individual can make the improvements
4. Any new areas of work and responsibility that the individual could take on.
5. Any further training that may be required.

STAFF ABSENCE PROCEDURE

For Atlas Crèche to adhere to good practice and legislation staff- Child ratios we ask that staff inform the nursery of an unexpected absence straight away.

Staff members must inform the centre of absences at least an hour before they are due to start. This is to ensure management can arrange for cover.

The needs of the children are paramount so if this policy is not adhered to then the nursery manager reserves the right to address each individual circumstance on its own. This may result in a disciplinary action being taken against staff.

If the crèche leader (Rachael Napier) or Centre Manager (Gay Sherry-Bingham) is absent the deputy leader (Michelle Simpson) will stand in as leader.

STAFF DISCIPLINE

The following procedure has been drawn up to raise awareness of the organisation's policy in relation to disciplinary matters. The object of such a procedure is to give employees the opportunity to improve behaviour / performance.

General Principles

No disciplinary action shall be taken until there has been a full investigation into any alleged incident. At each stage of the procedure you shall have the right to a fair hearing with the opportunity to state your version and to be accompanied by a fellow employee / friend if desired.

Warnings shall lapse after a period of satisfactory conduct. Warnings are not generally transferable unless a number of warnings in respect of different types of misconduct justify a final general warning irrespective of the offence.

Procedure

In the event of a breach of the organisation's rules you will be interviewed at all stages by the disciplinary committee (comprising 3 members of the Board of Directors) and given the opportunity to state your case.

Minor Misconduct

If the breach is in the minor misconduct category and Management is satisfied that an offence has occurred, procedure will be as follows: -

Stage 1 You will be given a verbal warning. It will be recorded on file for a period of 6 months.

Stage 2 If the same or similar offence is repeated within 6 months, you will be given a first written warning. It will be recorded and retained on file for a period of 12 months.

Stage 3 If the same or similar offence is repeated within 12 months you will be given a final written warning. This will contain a clear notice that a repeat of the offence within 12 months will result in dismissal.

Stage 4 If the same or similar offence is repeated within 12 months you will be dismissed.

Major Misconduct

If an offence which falls within the major misconduct category is committed and management is satisfied that an offence has occurred, the disciplinary procedure will be evoked at stage 3 (i.e. you will receive a final written warning which will contain clear notice that a repeat of the offence within 12 months will result in dismissal).

Gross Misconduct

If you have committed an offence which is regarded as gross misconduct and Management is satisfied after investigation that it has occurred, you will be dismissed summarily i.e. without wages-in-lieu of notice.

DISCIPLINARY RULES

The following list shows examples of the type of rules/offences that the organisation has categorised for each level of misconduct. This list is not exhaustive and the Management Committee reserves the right to categorise any further misconduct as appropriate.

MINOR MISCONDUCT	MAJOR MISCONDUCT	GROSS MISCONDUCT
Absenteeism	Dangerous physical horseplay	Theft
Lateness	Neglect causing damage to or loss of organisations, customers or other employee's property.	Physically violent behaviour
Failure to comply with	Serious neglect of rules	Leaving the premises or site without permission
Absence Notification and certification procedure	Smoking in prohibited areas	Refusal to carry out a reasonable work instruction
Careless work / Poor effort at work	Consuming toxicants during working hours or bringing intoxicants into the premises without permission	Deliberately ignoring safety, hygiene, security
Performance of duties below an acceptable standard	Entry into any unauthorised areas	Endangering one's own or others physical well-being or safety
Ignoring safety, hygiene, security rules	Wilful or excessive wastage of material	Obscene behaviour
Extended tea and meal breaks	Unsatisfactory attitude to customers	Intoxication induced by alcohol or drugs
Failure to complete time/stock or work sheets as instructed.	Use of foul language	Fraud
	Gambling on the premises	Disclosing any confidential information to third party
	Insubordination	Wilful damage to or gross negligence of organisations, customer's or other employee's property
		Falsification of records
		Bullying; in any form

Any allegations of discrimination, victimisation or harassment on grounds of sex, marital status, religious beliefs, sexual orientation or political opinions will be thoroughly investigated and, where appropriate, will be dealt with under the disciplinary procedure. The disciplinary response will depend upon the seriousness of the incident; and, in extreme cases, will result in summary dismissal.

If you wish to **appeal** against any disciplinary action, you should do so in writing within 3 working days. The appeal should be sent to the Board of Directors (comprising of three members), who will arrange a hearing to take place within five working days of request and a decision shall be given within five working days.

STAFF GRIEVANCE

The purpose of this grievance policy is to resolve any grievances that employees may have as quickly and fairly as possible. This policy shall be followed in dealing with any complaints raised by employees unless they are concerned with disciplinary matters, in which cases the Disciplinary Policy will be followed. The policy only applies to paid members of staff.

The employee will have the right to be accompanied by a work colleague at all meetings under the formal grievance procedure. At the meeting, the employee's companion has the right, if the employee wishes, to act and speak on behalf of the employee. There will be a right of appeal against any grievance decisions.

Records of proceedings and outcomes will be kept confidential. They will be kept on the employee's personnel file and retained in line with the Data Protection Act 1998.

If the grievance is raised during the disciplinary process, the grievance should take precedence. However, if the matters are related, it may be appropriate to deal with both issues at the same time.

Grievances raised which are shown to be malicious or without substance can result in disciplinary action against the employee.

The process/procedure

(a) Informal stage

Any grievances should be raised in the first instance with the employee's line Manager, who will discuss the matter and try to reach a speedy resolution. The line Manager should keep a record of the details of the grievance and the outcome.

(b) Formal stage

If the matter is not resolved informally, the employee should raise the matter formally (i.e. in writing) with their line manager, or if the grievance concerns the line manager, with a member of the Board (Barbara Hamill Chairperson). The written grievance should state the grounds and the desired outcome. If the grievance is against a board member, then the grievance should be dealt with by a separate board member who has had no previous involvement with the grievance.

(c) The Meeting

The line Manager (or Board member) should decide if any investigation is necessary prior to meeting with the employee. The meeting should be arranged without any undue delay and the employee has the right to be accompanied. The purpose of the meeting is to listen to the grievance and gain an understanding of the issues and consider how the matter may be resolved. The meeting can be adjourned if any matters need clarification or investigation. Meetings should be arranged within days rather than weeks and employees must take all reasonable steps to attend.

(d) The Outcome

The Manager/ board member will ensure the employee received a written response to the grievance within ten working days of the meeting. If this is not possible, then an explanation should be given to the employee and a timescale be advised. The response will include whether the grievance has been upheld, and if so, what action will be taken.

The employee's right of appeal will also be outlined.

(e) The Appeal

If the employee feels the matter has not been satisfactorily resolved, they can appeal to the Chair of the Board within five days of receiving the response to their original grievance. A meeting should be arranged between Chair and the employee within five working days to try to resolve the grievance. The right to be accompanied is as (2) above. A written response will be provided within five working days and the Chair's decision is final.

Probationary Period/Volunteer: if the employee/volunteer is working under a probationary period, then the following procedure will be followed:

1. Any grievance must be put in writing

2. A meeting will be arranged with the line Manager to discuss the nature of the grievance, during which they have a right to be accompanied. 3. The employee/volunteer will be notified of the decision in writing. 4. There is a right of appeal to the Chair of the Trustee Board. 5. The decision of the Chair is final.

WORKPLACE STRESS AND WELLBEING

Atlas Women's Centre is committed to the health and wellbeing of staff and volunteers. We aim to work in partnership with all parties and other organisations to promote wellbeing, to prevent sickness absence wherever possible and to manage cases of sickness absence where they occur within a constructive framework of policy and procedures.

As part of our commitment to provide the highest standards of learning and development experience to participants, supported by high quality services, Atlas needs and values good attendance by employees. Sickness absence is costly to Atlas in financial terms and in terms of service provision.

Atlas is fully committed to supporting staff in achieving good attendance levels although it recognises that employees experiencing ill-health may need periods of sickness absence from time to time. It is also recognised that some illnesses may not prevent employees from working and making a valid contribution, albeit that it may not be at their standard level of performance. In these circumstances, Atlas will make all reasonable efforts to support employees whose performance may be reduced due to a health issue.

Sickness is defined as personal illness or injury which prevents an employee from pursuing normal working activities and attendance. On occasions, an employee may need to be absent, not due to his/her own personal illness or injury but for other circumstances – eg a dependent's illness, bereavement etc. In these circumstances, an employee should consult with management.

This policy accepts the Health and Safety Executive definition of work-related stress as "the adverse reaction a person has to excessive pressure or other types of demand placed on them". There is an important distinction between 'reasonable pressures' which stimulate and motivate and 'stress' where an individual feels they are unable to cope with excessive pressures or demands placed upon them.

This policy recognises that there are many sources of work related stress and that stress can result from the actions or behaviours of managers, employees or students.

The Health and Safety Executive have produced a number of **Management Standards** which cover the primary sources of stress at work that, if not properly managed, are associated with poor health and well-being, lower productivity and increased sickness absence. These are:

- **Demands** – i.e. workload, work patterns and the work environment.
- **Control** – i.e. how much say the person has in the way they do their work.

- **Support** – i.e. the encouragement, sponsorship and resources provided by the organisation, line management and colleagues.
- **Relationships** – i.e. promoting positive working to avoid conflict and dealing with unacceptable behaviour.
- **Role** – such as whether people understand their role within the organisation and whether the organisation ensures that they do not have conflicting roles.
- **Change** – such as how organisational change (large or small) is managed and communicated within the organisation.

Employees are encouraged to report any work related stress issues to management at any time.

Atlas will promote the well-being of employees by:

- Creating a working environment where potential work-related stressors as far as practicable are avoided or minimised or mitigated through good management practices, policies and staff development.
- Increasing managers' and employees' awareness of the causes and effects of stress.
- Developing a culture that is open and supportive of people experiencing stress or other forms of mental ill-health.
- Develop the competence of managers, so that they manage staff effectively and fairly.
- Engaging with staff to create constructive and effective working partnerships
- Establishing working arrangements whereby employees feel they are able to maintain an appropriate work life balance.
- Encouraging staff to take responsibility for their own health and well-being through effective health promotion programmes and initiatives.
- Encouraging staff to take responsibility for their own work and effectiveness as a means of reducing their own stress and that of their colleagues.
- Ensure there are arrangements in place to support individuals experiencing stress.
- Seek the views of employees on the effectiveness of the Well-being policy and stress management arrangements using staff surveys and other appropriate questionnaires.
- Ensure that the Well-being policy is kept under review and updated yearly

Employees will:

- Treat colleagues and all other persons with whom they interact during the course of their work with consideration, respect and dignity.
- Co-operate with Atlas's efforts to implement the Well-being policy, attending briefings and raise their own awareness of the causes and effects of stress on health.

- Raise concerns with their line manager if they feel there are work issues that are causing them stress and having a negative impact on their well-being.
- Take responsibility for their own health and well-being by adopting healthy lifestyles.
- Take responsibility for their own development skills as one of the means to enable them to work effectively in their team and so reduce of the risk of stress.
- Take responsibility for working effectively in their assigned roles, thus helping to avoid causing stress to their colleagues.

DRESS CODE

Within Atlas our appearance, professional conduct, actions and the impressions that we make upon the children in our care; their Parents and/or Carers and other professionals with whom we come into contact are important not only for advancement but for the continuing development of the Centre.

The centre will provide you with the following :- T Shirt/Polo shirt and Fleece

In Crèche flat, sensible non-slip shoes are to be worn. Flip Flops are not allowed.

You are required to present a clean, neat appearance at all times and hygiene is of paramount importance. Hair must be kept clean and tidy and, if long, be kept off your face and must be securely tied back.

Uniform must be kept in a clean, tidy, ironed and neat condition at all times prior to your normal days work.

To maintain a high standard of health & hygiene, you should not wear any uniform at home nor travel to and from work in it.

Jewellery must be kept to a minimum as follows :-

Allowed

- (a) a single pair of small stud earrings may be worn
- (b) a plain wedding band

Not allowed

- (a) hooped or dangly earrings;
- (b) fashion jewellery, including but not limited to bracelets, bangles (wrist, arm or ankle), rings (finger & toe); necklaces (unless small in nature, unobtrusive and unlikely to be capable of being pulled by small hands);
- (c) nose studs; bars; rings; chains, or other body piercings of any nature.
- (d) engagement rings or any other type of ring where the gem is raised in nature. all such jewellery must be left at home.

The centre reserves the right to ask you to remove any jewellery which it considers to be inappropriate or which in any way compromises health and safety.

Certain tattoos may need be covered at all times.

Nails should be at a suitable length and shape to work with children. Chipped/flaking nail polish is not allowed you will be asked to remove it.

The wearing of badges or slogans which may cause offence on any item of clothing worn whilst at work is strictly prohibited.

Any breach of the Dress Code will be regarded as misconduct and will be dealt with through the centre's Disciplinary Procedure.

OUTSIDE INTERESTS POLICY

General

Whilst we do not wish to unnecessarily restrict the activities of our members of staff, it is a condition of your employment with us that you are not to have other business interests or undertake other work which conflicts with the legitimate interests of the nursery.

In practice

- You must not undertake any outside activity which might conflict with your responsibility to us or your ability to do your job.
- It is a condition of your employment that you will not take up any other employment or be concerned or be interested in any business or organisation without our prior written agreement. You should seek written permission from the Nursery Owner to do this additional work.
- Whilst we will seek to protect our legitimate interests, we will not unreasonably withhold our consent to your taking up any other employment or becoming concerned or interested in any business or organisation as long as this work is not for another nursery.
- If you undertake outside work, you must keep a record of the hours that you work in accordance with the Working Time Regulations 1998.
- If it is evident that any additional work that you undertake outside of your employment with us may result in your working more than the maximum 48 hours allowed under the Working Time Regulations 1998, notwithstanding the fact that you may have agreed to work more than 48 hours for us, we may ask you to choose between your employments to ensure that you do not place yourself or the children in our care at risk.
- Staff are not allowed to undertake any babysitting jobs under any circumstances for parents whose children attend the nursery, Kiddie Winks holds no responsibility.
- A breach of this policy will be regarded as misconduct and in serious cases, may result in dismissal.

LONE WORKER

Atlas recognises that there may be an increased risk to the health and safety of its employees whilst working alone. This policy sets out our approach in both identifying these risks and adequately managing them.

For the purposes of this policy, a lone worker is an individual who spends some or all of their working hours working alone in the Atlas centre.

Atlas has a legal and moral responsibility to effectively manage the risks associated with individual members of staff working on their own. Therefore we will endeavor to ensure the safety of staff who work alone, whilst carrying out their duties for the organisation.

Assessment

Using a Risk Assessment process, we will raise awareness amongst all staff of all systems, procedures and equipment that must be utilised to reduce the levels of risk associated with working alone. ***ie Risk of violence - All jobs involving an element of lone working will be assessed for a risk of verbal threats, or violence. The priority will be those involving face-to-face dealings with members of the public and/or cash handling.***

Control

In order to manage the risks identified, we have introduced the following control measures:

- When possible keep the door locked
- Do not arrange meetings when lone working
- Do not approach, or let into the building, unauthorised persons
- Carry hand held phone/mobile at all times
- Sign in and out
- Let someone know you are coming into work, how long you expect to be and when you are leaving
- Comply with fire evacuation procedures and attend fire assembly points
- First aid kits can be found in reception, kitchen and crèche
- In the event that a lone worker falls ill, or into difficulties, they are to contact **anyone** or the emergency services and if possible the manager/director.

PARENTS PARTNERSHIP

We at Atlas recognise the importance of working in partnership with parents/carers to promote the best interests of children. ATLAS seeks to develop close links with parents/carers at all times.

We welcome the contribution of parents/carers and consult with parents/carers on a regular basis as parents know their children best.

We will inform parents/carers of all policies and procedures.

We will WELCOME comments/complaints. Forms are behind the entrance door with an envelope on the wall for completed forms.

Crèche staff are available for support/chat with parents on a daily basis.

We will encourage Play Together Sessions with Parents

We will ensure parents/carers are informed about meetings and any other activities being organised by ATLAS.

We will encourage parents/carers to help with crèche outings and fundraising events.

We will provide parents/carers with regular updated information by way of notice board, newsletters etc.

The evaluation forms completed by parents are to help us improve our service. We welcome honest feedback so we can provide the best service possible.

Parents should report all concerns to crèche staff, Designated Officer or Barbara Hamill (Chairperson.)

Working in Partnership with Parents:

- We acknowledge that parents are a child's first educators to working in partnership with them. Where a child is identified as having additional needs, parents are consulted at every stage

English as a second language:

- Atlas aims to respect and value the home language and will plan to provide opportunities to develop the use of the English language through play and learning.
- Atlas staff will work in partnership with the parent to ensure effective lines of communication

PARENTAL CONSENT

This policy is in place to explain the need for obtaining information, consent or permission from a child's parent / carer. When a child is registered at Atlas Crèche the Registration Form used is to obtain appropriate details of the child and his / her background. This information is a requirement from Statutory Bodies and funders.

It is policy that we obtain separate written consent, permission or authorisation from the parents/ carers BEFORE undertaking any of the following:

- ✓ Crèche staff to change nappy/clothing
- ✓ Staff to observe your child and record observations
- ✓ Childs photographs/videos to be included in Reports/Social Media/Atlas Centre
- ✓ Take child/ren to park
- ✓ Child to have a snack prepared by Atlas
- ✓ Child allowed to take part in messy play / painting
- ✓ Child be allowed treats on special occasions ie Birthdays
- ✓ I give permission for a suitably qualified first aider to administer first aid i.e plasters or take my child to A&E
- ✓ Consent for named individuals to drop the child off, and / or collect the child from the crèche.

BEHAVIOUR MANAGEMENT

Principles for Behaviour Management

Here at Atlas we believe that the following principles help to promote behaviour management. They are:

- When dealing with behaviour, we believe that it isn't the child who is difficult but the behaviour which is difficult.
- The interests of the child are paramount.
- When managing children's behaviour we respect their culture, ethnicity, religion, gender, age, language, specific needs, abilities and gifts. We ensure that not only are the children respected but their parents and carers.
- We encourage appropriate behaviour through using positive reinforcements.
- We aim to work in partnership with parents when dealing with a child's behaviour.

We will support your child in managing their behaviour by:

- Modelling good behaviour.
- Encouraging our children to behave sensibly and considerately.
- Sharing reasons for rules and asking children to join in rule making as appropriate.
- Giving children the security of clear, fair rules which are applied in a consistent manner.
- Supporting our children in developing respect for themselves and others.
- Responding to the child rather than reacting to the emotion. A calm, positive, supportive approach from staff will aid emotional development and self-control.
- Encouraging children to understand why certain modes of behaviour are unacceptable and offering acceptable alternatives to resolving a situation.
- Encouraging children to use polite phrases and actions as part of social interaction.
- Through positive reinforcement as children respond better to positive and this would encourage them to repeat the good behaviour.
- By distracting the child if they are having a tantrum.

We will support you in managing your child's behaviour by:

- Working together with you, particularly in cases of prolonged challenging behaviour.
- Offering support and advice.
- Providing methods to support behaviour management.

Time out

We will discuss with parents, firstly, how they manage behaviour at home and we will keep in line with them. This will help by not confusing the child and by remaining consistent; it will also depend on age, stage and development of the child. At Atlas, if a child acts inappropriately we will remove the child from the situation and give "**time out**" within the crèche. Time out is time that a child spends on its own to reflect on its behaviour. After the appropriate time out, usually 1 to 2 minutes, the staff member will explain to the child why the behaviour was unacceptable and then the child should be allowed back to participate in play.

There is no specific area for time out as we do not label children in the setting for misbehaving in any way. A child can be asked to sit anywhere in the room while they have a time out.

Monitoring Behaviour

When dealing with a difficult behaviour it is important to monitor why and when the behaviour is taking place. This is done through the use of a S.T.A.R. approach chart.

- Setting – what happened before the behaviour took place, the context, the situation at the time and when it happened;
- Trigger – what seemed to set the behaviour off;
- Action – exactly what the child did;
- Response – what happened as a result of the behaviour or what those around the child did next

From monitoring and documenting when certain behaviours happen the staff will be able to distract and redirect the child before the behaviour takes place. This will in turn encourage the child to show the appropriate behaviour.

The staff may also fill out behaviour incident form in order to have a more detailed record of the incident.

PLEASE SEE END OF THIS POLICY FOR THE BEHAVIOUR INCIDENT FORM AND CHART.

Responsibility of designated person for behaviour management

- Ensure the behaviour management methods used are appropriate to child's stage and development.
- Keep up to date with legislation, research and thinking on handling children's behaviour.
- Make available relevant sources of expertise on handling children's behaviour.
- Make sure there is stability and consistency amongst all staff on behavioural issues.
- Ensure that no staff member uses physical intervention unless necessary.

STAR Chart

Child's Name: _____

<u>Date & Time of Behaviour</u>	<u>Where the behaviour took place?</u>	<u>What were they doing when the behaviour happened?</u>	<u>Type of behaviour</u>	<u>Action Taken</u>

Behaviour incident form

Child's name:	Date:
Type of behaviour:	
Where the incident took place:	
Situation surrounding the behaviour:	
Behaviour management method used:	
Staff Signature:	
Parent Signature:	

RESTRAINT & PHYSICAL CONTROL OF CHILDREN

A child may display behaviour which is beyond acceptable boundaries and which may put themselves, other children and staff at risk. The use of physical intervention is wherever possible avoided. However, where necessary and appropriate reasonable force will be used to control or restrain a child.

Legal Context

In section 93 of the Education and Inspection Act 2006 stipulates that reasonable force may be used to prevent a child:

- Engaging in a behaviour prejudicial to maintaining good order and discipline at nursery.
- Self injuring or causing injury to others
- Committing an offence
- Causing significant damage to property.

At Atlas we aim to:

- Create a warm, calm and orderly atmosphere that promotes a sense of community.
- Achieve a consistent attitude by all staff that gives children a sense of security and safety whilst promoting clear expectations on acceptable behaviour.
- Ensure that all staff, children and parents/carers understand their roles and responsibilities with regard to behaviour management.
- Promote the continual development of staff and appropriate documented training.

The attitude and behaviour of all staff is essential in creating and maintaining a positive ethos within Atlas. This committed team approach will help provide a positive role model for children where they respect themselves and others.

Staff training will reduce situations and behaviours before physical intervention becomes necessary. In extreme cases where physical intervention may become necessary, two staff members must be present and details of the incident and outcomes will be recorded within 24 hours of the event and retained within the child's file. Parents will be given details of the incident as soon as possible after it occurs with a copy of the behaviour incident form. We will inform the local authority of any significant injuries sustained by staff or children.

In consultation with the parent the implementation of plans will identify undesirable behaviour, potential triggers for such behaviour and the risks for the staff and children. It will also contain advice for staff for management of such situations. All relevant staff should be made aware of the content of such plans which are subject to regular review

Physical restraint will only be used as a last resort when all other behaviour management strategies have failed.

ADDITIONAL NEEDS

In Atlas we are committed to inclusion and welcome all children, including those with additional needs. We believe that all children should have equal opportunities to benefit from the care we provide.

We recognise that some children may have additional needs, and may need additional support in order to access all the opportunities available to them in the crèche. We aim to provide the necessary support to enable all children to learn and develop.

The intention of this policy is:

- To share our beliefs and aims with parents and all others that are involved in creche
- To provide a framework for good practice in our crèche
- To support us in meeting our statutory duties to identify, assess and make provision for those children identified as having additional needs.
- Every child in the crèche has a key worker who takes a close interest in their developmental progress, and who will consult with the parent to ensure their child's experience is enjoyable and they have the opportunity to reach their full potential. Observations will be recorded and each child's Milestone & Evaluation (All about ME) will be completed.

Meeting Individual Needs:

- We believe that it is essential to monitor children's progress throughout their time with us. Where a child appears not to be making progress either generally or in a specific aspect of learning, then we will present different opportunities or use alternative approaches to learning, as appropriate.
- Children's progress will be reviewed regularly and all intervention will be discussed with parents, who will be encouraged to work in partnership with us: e.g. using the same strategies at home

CHANGING A CHILD WITH SOILED CLOTHES/UNDERWEAR

Staff must wash and dry hands.

Prepare clean clothes and underwear, appropriate wipes, 2 nappy sacks and changing mat

Ensure the changing area is clean. Wipe down the changing mat before changing the child.

Risk assess the areas for any hazards.

Staff are to ensure that they wear gloves and apron while changing the child.

Lay or stand child on the mat and remove soiled clothing or help the child remove the soiled clothing.

Use wipes to clean the area, ensuring they are wiped from front to back. Put used wipes straight into nappy sacks

Assist child to put on clean underwear and clothes on.

Encourage the child to wash and dry their hands.

Rinse soiled clothes and place in the wash bin ready to wash.

Remove gloves by peeling back from the wrists.

Sanitise mat with anti-bacterial spray.

Wash and dry hands

TOILETING PROCEDURE

CHILDREN ARE SUPERVISED AT ALL TIMES AND MUST NOT BE LEFT UNATTENDED WHEN USING THE TOILET OR POTTY.

- Accessible at all times
- Staff must wash and dry their hands when helping any child on to the toilet or potty.
- Ensure that the toilet area is clean and risk free.
- As private as possible. The children's dignity is respected at all times.
- Children are encouraged to pull down own trousers during the toileting procedure.
- Children are encouraged to wipe themselves after using the toilet.
- Children are encouraged to redress themselves.
- Staff will encourage the children to wash and dry their own hands after using the toilet.
- Staff will then anti-bac or disinfect each toilet or potty after every use.
- Staff must wash and dry hands.

If the floor gets wet, it must be dried immediately to prevent slipping and a wet floor sign must be placed in the area while the floor is drying.

Any toilet "accidents" must be cleaned up straight away using paper towels these are placed in a plastic bag and disposed of straight away in the nappy bin. The staff member must ensure that they are wearing appropriate clothing at all times (gloves and apron). The area must be disinfected.

NAPPY CHANGING PROCEDURE

CHILDREN ARE SUPERVISED AT ALL TIMES WHILE BEING CHANGED.

With parents consent ATLAS crèche staff will change a child's nappy when parent is attending a training course to allow the child to play in comfort.

In order to safeguard the child and protect the staff/volunteers from false accusations the following procedures will be adhered to at all times.

Staff must have written permission from parent/carer to change a child's nappy or clothing.

Parents should not leave a child into the crèche with a soiled nappy.

When assisting children to the toilet, staff on some occasions may have to enter the toilet to help the child, although independence skills will be encouraged.

Nappies will be changed on a changing mat in a private safe area which protects the dignity of the child and staff must wear disposable gloves during this activity.

The changing mat will be wiped with a sterile wipe after each use.

In certain circumstances parents will be asked to change the nappy e.g. diarrhoea.

Children and staff must wash their hands before leaving the toilet area.

OBSERVATION & ASSESSMENT

Observations are a key part of a child's learning journey. They help us as a crèche to understand and identify each child's behaviour and developmental path. Each child's observation is kept confidential and secure.

Atlas works on a key worker system. Each child will be assigned a key worker. The key worker will complete:

1. Observations are done daily on each child as long as the child is in session.
2. Spontaneous observations on each child everyday. They are recorded onto post it notes and added onto the child's observation notes and placed in the child's learning journey under the most appropriate heading.
3. Photos – each key worker takes photos of their key children on a regular basis

Each piece of evidence or observation is added to the child's learning journey. From the evidence collected, the key worker can link the child's development into the early years foundation stage curriculum, this will enable them to see where the child is at and plan the child's next steps.

Every parent/carer has the right to view their child's learning journey and can arrange a time to look through with their child's key worker.

LISTENING TO CHILDREN POLICY

At Atlas we understand and respect the views of children and their right to make a positive contribution to their crèche. Under the UN Convention on the Rights of the Child Article 12 states that children who are capable of forming their own views have the right to express those views freely in matters affecting them. As childcare practitioners it is our role to encourage children to express their views by providing different methods for them to do so given their young age. We do this in different ways:

- By observing children in play
- By offering choices and noting children's selections
- Talking in groups together
- Using one to one conversations
- Using simple child friendly questionnaires

The views of the children are then used to improve the service, plan activities and decide on new equipment.

PLAY AND PARTICIPATION

Children learn when they are in a safe and caring environment where they are stimulated through play.

Babies and young children develop best when they are in a caring relationship with an adult.

Atlas will provide activities that support the main learning areas:

Three Prime areas;

- Social and Emotional Development
- Physical Development
- Language and communication

Four Specific areas;

- Creativity
- Mathematical and logical thinking
- Knowledge and Understanding of the World.
- Art and Design

These activities will include: (but not limited to)

- Dressing up clothes
- Books and Videos
- Small world toys
- Construction toys (lego, duplo etc)
- Pretend play (toy kitchen etc)
- Messy play
- Water play
- Arts and Crafts
- Outings
- Cooking
- Gardening
- Outdoor play and equipment

Atlas childcare team will regularly observe your child/children and make a written record.

This will enable us to promote childcare development and understanding.

These records are available to view by parents of child.

Staff and volunteers will encourage children to participate in play activities.

We realise that children experience separation anxiety and participation can be very difficult and stressful for some children.

Therefore we will endeavor to work with the child and the parent so the child can learn to participate and interact with others naturally.

HEALTHY EATING

In Atlas mealtimes are social learning times when we can sit down together to enjoy our food. Good examples of table manners and behaviour are shown by a member of staff sitting with small groups of children. Children are encouraged to try new things and learn about healthy eating.

All food is freshly prepared daily on site in our kitchen. All our menus are nutritional balanced and designed in conjunction with nutritional guidelines for children and fresh fruit and vegetables are a regular item on the menu. Salt, sugar and additives are kept to a bare minimum.

The children are encouraged to try different foods including fruit, vegetables, water and milk.

Healthy eating is promoted through parenting courses and other projects in Atlas.

MENU PLANNING

The primary objective is to offer a variety of choices that are both appetising and nutritious:

A healthy snack is prepared before each crèche session starts.

- Each snack will be provided from a choice of foods, served with water, juice or milk.
- Snacks provided is a choice of different fruit, toast, pancakes, bread sticks, crackers, raw vegetable, cheese and ham, sandwiches and toasties. Wherever possible, fresh produce will be used.
- We take into consideration the individual child's likes / dislikes. In this respect the child will be consulted as needed regarding the choices available. The participation of parents/ carers is encouraged.
- Special religious and / or cultural requirements are also catered for. Special importance here is the recognition of those foodstuffs forbidden by religion.
- Children's special clinical dietary needs are recorded as well as known food allergies.
- Each week's snack are displayed on the chalk board by the entrance.

WALKS AND OUTING

Risk assessments are carried out on all venues to ensure the place/area is safe and suitable for the children. For local visits we require parental/carer consent when the child starts crèche.

However, for a bus trip we will require parent / carer to attend as this is a family outing.

Important points to remember when taking children out on visits

- We will keep the staff child ratio maximum – 1 staff member to 3 babies, 1 staff member to 4 toddlers.
- Should a problem occur whilst on an outing, staff must phone the Crèche immediately and the Manager will decide on any course of action to be taken.
- Staff must take a mobile phone with them.
- There will always be a First Aider on every trip or walk.
- When going out staff must remember to take a first aid kit.
- If at any time a child goes missing we will follow the procedures from the Missing Child Policy.
- The staff will take a list of all the children who are on the outing
- The staff will ensure that permission has been gained for all children going on the outing

ALL WEATHER

Here at Atlas we recognise that children like the outdoors. Staff are trained for outdoor play activities to support children's learning and all round development. The Early Years Foundation Stage believe that children should experience all types of weather. It is also part of the Department for Education code of practice to provide fresh air regardless of the weather for all children. If the weather is not particularly pleasant, staff encourage parents to provide appropriate clothing.

MISSING CHILD

We make every effort to ensure the safety of your child whilst using the Atlas centre.

Procedures set to maintain safety

1. Parents must ensure that their daytime telephone number, where they can be reached, is written on the registration form. **(The Centre must be informed if you have changed any numbers or details on your original registration form.)**
2. Parent/Carer must sign children in and out of the Crèche.

In the event of a member of staff fearing that a child has gone missing

1. Count and check the children present and make sure with other members of staff that the child has not been collected by parent/carer.
2. Carry out a thorough search of the centre and check the doors and the outside and surrounding areas.
3. Whilst carrying out the search staff must ensure that the adequate supervision of all other children is maintained. Staff should remain calm and reassure the other children in the setting.
4. Where appropriate staff may address careful questioning to other children present to see if the whereabouts of the child is known.
5. If a complete search has been carried out and all adults on the premises have been consulted and the child has still not been located after 10 minutes the Manager (Gay Sherry-Bingham) will inform the parents and contact the police.
6. The incident will be recorded in the incident book along with the outcome.

COMPLAINTS PROCEDURE

Our complaints policy

We are committed to providing quality service to all our users.

When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details.

THERE ARE COMPLAINT FORMS BEHIND THE ENTRANCE DOOR

What will happen next?

We will send you a letter acknowledging receipt of your complaint within three days of receiving it.

We will then investigate your complaint. This will normally involve passing your complaint to our directors.

The manager/chairperson will then invite you to a meeting to discuss and hopefully resolve your complaint within 14 days of sending you the acknowledgement letter.

Within three days of the meeting, the chairperson will write to you to confirm what took place and any solutions she has agreed with you.

At this stage, if you are still not satisfied, you should contact us again and we will review the decision.

If we have to change any of the timescales above, we will let you know and explain why.

SIGNATURE PAGE

Dear Staff Member

Please sign and date to say you have read and understood the Atlas Centre Policies & Procedures:-

SIGN _____

PRINT NAME _____

DATE _____

Atlas will have regular staff meetings and within these meetings there will be a policy a month to peruse and discuss.
