

V22 Workspace Crèche

Policies & Procedures

September 2017



Date of next review for all policies and procedures:
September 2018

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Safeguarding Policy

This policy applies to all staff, including directors and the board of trustees, paid staff, volunteers, interns, sessional workers, agency staff, students or anyone working on behalf of V22.

The purpose of this policy is:

- To protect children and young people who receive V22's services. This includes all adults who use our services.
- To provide staff and volunteers with the overarching principles that guide our approach to safeguarding and child protection.

V22 believes that a child or young person should never experience abuse of any kind. We have a responsibility to promote the welfare of all children and young people and keep them safe. We are committed to practise in a way that protects them.

Legal Framework

This policy has been drawn up on the basis of law and guidance that seeks to protect children, namely:

- Children Act 1989
- United Convention of the Rights of the Child 1991
- Data Protection Act 1998
- Human Rights Act 1998
- Sexual Offences Act 2003
- Children Act 2004
- Safeguarding Vulnerable Groups Act 2006
- Protection of Freedoms Act 2012
- Children and Families Act 2014
- Special Educational Needs and Disability (SEND) Code of Practice: 0 to 25 years – Statutory guidance for organisations which work with and support children and young people who have special educational needs or disabilities; HM Government 2014
- Information Sharing: Advice for staff providing safeguarding services to children, young people, parents and carers; HM Government 2015

● Working together to safeguard children; a guide to inter-agency working to safeguard and promote the welfare of children; HM Government 2015

This policy should be read alongside our policies and procedures on:

- Recruitment, induction and training
- Role of the Designated Safeguarding Officer
- Dealing with disclosures and concerns about a child or young person
- Managing allegations against staff and volunteers
- Recording and information sharing
- Code of conduct for staff and volunteers
- Safer recruitment
- E-Safety
- Anti-bullying
- Complaints
- Whistleblowing
- Health and Safety
- Training, supervision and support
- Lone working policy and procedure

We recognise that:

- The welfare of the child is paramount, as enshrined in the Children Act 1989
- All children], regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have a right to equal protection from all types of harm or abuse
- Some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare

We will seek to keep children and young people safe by:

- Valuing them , listening to and respecting them
- Appointing a Designated Safeguarding Officer (DSO) for children and young people and a deputy.
- Adopting child protection and safeguarding practices through procedures and a code of conduct for staff and volunteers
- Developing and implementing an effective e-safety policy and related procedures

- Providing effective management for staff and volunteers through supervision, support, training and quality assurance measures
- Recruiting staff and volunteers safely, ensuring all necessary checks are made
- Recording and storing information professionally and securely, and sharing information about safeguarding and good practice with children, their families, staff and volunteers via leaflets, posters, one-to-one discussions
- Using our safeguarding procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, families and carers appropriately
- Using our procedures to manage any allegations against staff and volunteers appropriately
- Creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying that does arise
- Ensuring that we have effective complaints and whistleblowing measures in place
- Ensuring that we provide a safe physical environment for our children, young people, staff and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance

Important Information for Parents/ Carers

Children should only be collected by the authorised carer. Should another carer be collecting the child, the crèche must be informed at the start of the day or in event of an emergency as soon as possible. The other carer will need to be known to staff otherwise he/she will need to bring some form of identification with a photograph as well as disclose the predetermined password.

At all times a parent/carer must stay within V22 premises whilst their child/children are within the crèche provision. In the case of a parent/carer having to leave because of an emergency it should be first authorised by the crèche manager before leaving V22 Workspace Crèche premises. Should an unauthorised carer try to remove a child from the crèche we will notify the police and authorised carer immediately.

In a situation where we have not been informed by the authorised carer that another carer or responsible adult – minimum age for collection is 16 years - will be collecting the child, we will need to establish that they have permission to collect the child. If no proof is available the staff will not allow the child to leave.

The crèche will not tolerate any domestic disputes on its premises. Any disturbance will result in the police being called immediately.

All children have allotted times at the crèche. Failure to adhere to these times could result in the child's place being withdrawn and and/or the possibility of a late fee.

Looked after Children/Social Services

If a Looked After Child (LAC) is being collected by another carer the following will need to be in place:

Foster carer(s) – we will need full details in advance.

Social Services – if sending a taxi it will need to be authorised and have a nominated person to accompany the child to the destination. It would be beneficial for the child to know the nominated person who has been sent to collect them.

V22 Workspace Crèche Safeguarding Contact Details

Designated Safeguarding Officers (DSO)

Thomas Quinn

Thomas@v22collection.com

Contact Number: 07497053507 / 07733192085

Tara Cranswick

Tara@v22collection.com

Contact Number: 07799874473

Hackney Children's Services First Response

020 8356 5500 / 020 8356 2710 (out of hours number)

NSPCC Helpline

08085005000

Complaints Policy

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

Many concerns can be resolved quickly by an informal approach to the member of staff. If this does not have the desired result, the following measures should be taken:

How to Complain

A parent or carer who is concerned about the crèche's provision should first of all talk over any worries and anxieties with the workspace crèche manager. If this does not have a satisfactory outcome, the workspace crèche manager will inform V22's director, Tara Cranswick, and she will reply to the complainant in writing within 5 working days. The parent and the leader should have a friend or partner present if required and an agreed written record of the discussion should be made.

Most complaints should be resolved informally or at this initial stage.

If the matter is still not resolved to the parent's satisfaction, the parent/carers should again contact V22's Director. At this point, if the parent/carers and group cannot reach an agreement, it might be helpful to contact Ofsted.

OFSTED

The National Business Unit, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD Helpline
0300 123 1231

The involvement of a mediator represents the final stage in the complaints procedure.

Uncollected Child Procedure

In the unlikely event (as parents/carers are working onsite) that a child is not collected by an authorised adult at the end of a session/ day , V22 Workspace Crèche puts into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified staff who is known to the child. We will ensure that the child receives a high standard of care in order to cause as little distress as possible. We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

Procedures

Parents/Carers of children starting at the Workspace Crèche are asked to provide the following specific information which is recorded on our Registration Form:

- Home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative.
- Place of work, address, email address and telephone number (if applicable).
- Mobile telephone number (if applicable).
- Names, addresses, telephone numbers and signatures of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent.
- The person or people who have parental responsibility for the child.
- Information about any person who does not have legal access to the child.
- Password
- On occasions when parents are aware that they will not be at home or in their usual place of work, they inform us of how they can be contacted and this is recorded by staff.
- On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they provide us with details of the name, address and telephone number of the person who will be collecting their child. We agree with parents how to verify the identity of the person who is to collect their child, by the parent/carer providing a password.
- Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up measures. We provide parents with our contact telephone number.
- We inform parents that we apply our child protection procedures as set out in our child protection policy in the event that their children are not collected from our setting by an

authorised adult within our registered times and the staff can no longer supervise the child on our premises.

If a child is not collected at the end of the session/day, we follow the following procedures:

- The child's file and online details is checked for any information about changes to the normal collection routines.
- If no information is available, parents/carers are contacted at home or at work.
- If this is unsuccessful, the adults who are authorised by the parents/carers to collect their child from the setting, and whose telephone numbers are recorded on the Registration Form are contacted.

All reasonable attempts are made to contact the parents or nominated carers.

- The child does not leave the premises with anyone other than those named on the Registration Form, in their file or previously arranged via consent from the parent/ carer.

If no one collects the child after 5pm and there is no one who can be contacted to collect the child, we apply the procedures for uncollected children:

- We contact our local authority children's social services care team: 020 8356 5500 / 020 8356 2710 (out of hours number)
- The child stays at the setting in the care of two fully-vetted workers until the child is safely collected either by the parents or by a social care worker.
- Social Care will aim to find the parent or relative if they are unable to do so, the child will become looked after by the local authority.
- Under no circumstances do staff go to look for the parent, nor do they take the child home with them.
- A full written report of the incident is recorded in the child's file.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
- Ofsted may be informed: Telephone: 0300 123 1231

Medicine Policy

This policy is intended to support children with medical needs which need attending to regularly and to participate fully in all aspects of the life of our Workspace Crèche.

Children with medical needs have the same rights of admission as other children. Most children will at some time have short term medical needs, perhaps entailing finishing a course of medicine such as antibiotics. Some children have longer term medical needs and may require medicines on a long term basis to keep them well. Prescribed medicines will be administered by a qualified member of staff only, however, after the first dose of any new medication is given by the parent/carer.

Prescribed medication:

Medicines should only brought to the crèche when it is essential and the crèche will only accept medicines that have been prescribed by a doctor, dentist or nurse and is prescribed to the named child.

Our staff will obtain prior written permission for each and every medicine from parents before the medication is given. (See medication form)

Staff are to record all dosage of medication immediately after administer. (See medication form)

Non Prescribed medication:

These may be administered in special circumstances when there is health reason to do so and prior written consent from the parent has been given e.g. teething gel, sun screen and nappy rash cream. A child under the age of 16 should never be given medicines containing aspirin and other analgesics unless it has been prescribed for that child by a doctor.

The crèche will keep prescribed medicines in the allocated cupboard in the crèche, except when storage in a fridge is required.

Staff are to check the following :

- Name of child on the medication (If it is not the child attending the crèche, we will refuse treatment)
- Name of medicine
- Dosage
- Time/frequency of dose
- Method of administering dose

- Any side effects
- Storage requirements (if important)
- Date of dispensing
- Expiry date

Medication will be only administered by a qualified member of staff and witnessed by another member of staff.

The qualified member of staff administering the medicine must complete the Record of Administration of Medication (RAM) and note the following:

- the dates and exact times the medicine was given;
- the dose given;
- the reason for any late dosages, e.g. because a child was asleep;

The RAM must be signed by:

- the member of staff administering the medicine and by the witness immediately after each dose is given;
- the parent/carer, so that they know the time of the most recent dose;
- The crèche manager, who checks all completed forms daily to confirm that the procedure has been followed

All medicine is to be returned to the parent or carer at the end of each session.

If a child refuses to take medicine, staff should not force them to do so, the action the staff should take is to:

- Note the refusal in the records
- Inform the parent/carer of the refusal straight away
- Follow the procedure as set out in the child's health care plan
- If a refusal to take medication results in an emergency an ambulance should be called immediately

If too much medicine is given we will seek advice without delay from the GP or pharmacist. A note should be made on the RAM and the parent/carer advised.

All staff should know how to call the emergency services, and know who is responsible for carrying out emergency procedures. Once it is decided that we believe a child needs to be taken to hospital by ambulance we will do the following:

- Call emergency services and fully explain the scenario.
- Inform the parent/carer of what has happened and advice given by the emergency services
- One member of staff is to go with the parents or carer in the ambulance if the need arises.
- Immediately close the session if ratio can not be upheld. See below.
 - a. 1:3 Under 1s

b. 1:4 1-3 years

c. 1:8 3+ years

- **As soon as reasonably possible a report must be written up and accident form completed. As well as an investigation into the scenario leading up to the hospital treatment and when needed a risk assessment completed to lessen the risk.**
- **The family should be supported and called to find out how the child is.**

Staff should not dispose of medicines. The manager must ensure that parents take responsibility for ensuring that date-expired medicines, or medicines no longer required are returned to the pharmacy for safe disposal.

Individual medicine spoons/syringes should be provided by parents or carers and kept with each child's medication and washed and dried after use.

Health & Safety Policy

V22 will take all reasonable and appropriate steps to ensure that the legal responsibilities of all persons are met. Therefore, all work activities must be carried out at all times in such a way as to ensure the health, safety and welfare of all staff, children, visitors and others who may be affected by its activities.

The crèche manager expects all staff to maintain an active involvement in accident prevention, health protection and recognise it as an integral part of their job.

The crèche manager will take all reasonably practicable steps to meet these responsibilities, with particular attention to the following:

- The provision and maintenance of the crèche equipment, that is safe and without risks to health
- The adequate arrangements for ensuring the absence of risks to health in the use, handling, storage and transport of equipment and substances for use at work
- The provision of sufficient information, training, instruction and supervision as is necessary to ensure the health and safety of all staff, children and visitors
- The provision and maintenance of a working environment that is, safe and without risk to health
- The provision and maintenance of a place of work in a safe condition, with safe access and exit
- To ensure the employment of staff who are competent for the work in which they are engaged
- To ensure compliance with this policy

Specific Responsibilities

To provide effective health and safety management, the specific roles of all persons involved are as follows:

The Workspace Crèche Manager

- will monitor health and safety generally, receive accident / incident reports
- will ensure that the health and safety policy, is actively applied, updated and revised as necessary

- will ensure in consultation with advisers and staff etc that all appropriate risk assessments are undertaken, recorded, disseminated and acted upon
- takes executive action to remove, contain or isolate as is appropriate any hazard emanating on the premises
- so far as is reasonably practicable, is available to consult with safety representative
- accepts written reports from safety representatives and will respond in writing within seven days
- will take any other action necessary from time to time, in pursuance of health and safety

The V22 Buildings Manager

- will, where appropriate, and on behalf of the Crèche Manager, remove, isolate\contain any hazard emanating from the workplace and presenting a risk to staff and children and will record and notify the head of such events.
- will make regular inspections of the premises, paying particular attention to maintenance type problems that could extend to being Health and Safety Hazards. The buildings manager will notify the crèche manager of any circumstances where he\she is unable to take suitable remedial action.
- will take all reasonable steps to ensure the emergency access and general access routes are kept clear, and that rubbish is not allowed to accumulate in unsafe proximity in or around the premises.
- will ensure that information regarding accidents is collected at the end of month and processed.

All Members of Staff

The Health and Safety at Work Act places a general duty on all employees to:

- take reasonable care of themselves and other persons who may be affected by their acts or omissions at work
- co-operate with the employer so far as is necessary for the Workspace Crèche to comply with its and their legal responsibilities
- be familiar and comply with this policy and any safety guidance provided to them by V22 applying to their work
- staff must report all accidents and incidents in accordance with the relevant section of this document

Risk Assessment

It is a requirement of the Management of Health and Safety at Work Regulations that employers ensure that suitable and sufficient risk assessments are carried out. The employer must further ensure that significant findings of these assessments are recorded.

The Crèche Manager will liaise as necessary with the Director and Buildings Manager to ensure that the Workspace Crèche responsibilities are met.

Fire Precautions

- **Fire instruction signs & notices must be posted at key points throughout the premises. Staff must ensure that they are familiar with these notices**
- **All staff are responsible for ensuring that children in their care are escorted out of the building in an emergency or when the fire alarm has been sounded**
- **All members of staff must take charge of any unsupervised child they discover whilst leaving the crèche**
- **No staff are to tackle a fire**
- **The Crèche Manager will ensure that where necessary, specific arrangements exist for individuals with special needs**
- **The Buildings Manager will ensure that fire drills are carried out at least termly**

Accident Recording\Reporting

- **All accidents (not incurring injury), injuries, dangerous occurrences, and near misses must be recorded**
- **In the case of an injury to a child, the member of staff who was supervising at the time of the incident is responsible for ensuring that the item is recorded**

First Aid Arrangements

- **Notices are prominently displayed throughout The Workspace Crèche detailing the name and location of the qualified first aider(s) and facility. Staff must ensure that they are conversant with the content of these notices**
- **The Manager is responsible for the regular recorded checks of first Aid equipment and for restocking consumable items**

Hazardous Substances

Arrangements for complying with the Control of Substances Hazardous to Health Regulations, are made in accordance with the Health and Safety Policy

Staff using substances in the crèche, must ensure that where these are not labelled 'Non Toxic', they have been assessed in accordance with this policy. Any products that are hazardous should be in a locked cupboard and out of reach of the children.

Portable Electrical Appliances

These are inspected and maintained in accordance with the Health and Safety Policy.

Communications

The Crèche Manager will arrange for all health and safety information and guidance issued by V22 or the Local Authority to be distributed to all relevant members of staff.

The Crèche Manager will make arrangements for any necessary Health and Safety training of staff.

The Crèche Manager will accept written reports and representation from union appointed health and safety representatives, and will respond in a reasonable time.

Safety Representatives

The Crèche Manager will accept the appointment of union safety representatives, for the purpose of representing the interests of their staff/members.

Personal Evacuation Emergency Plan (PEEPs)

A plan is devised to meet the individual needs of a child or adult who needs additional assistance whilst evacuating the building. A lead person would be assigned to that individual upon entering the building and stay with them during the evacuation and until the situation has been resolved. Their individual needs will be met throughout this process

Health and Safety Checks

Health & Safety Officers:

- Thomas Quinn
- David Rowett

The Health and Safety officers will record any risks/hazards in a logbook and will liaise in regards to any repairs required etc

The Health and Safety Officers will also liaise with the Fire Officers regarding alarm checks etc.

Daily Checks (risk assessments)

These will be carried out by staff on the early shift in each room and in the Dalston Eastern Curve Garden areas.

Illness

At V22 Workspace Crèche we promote a healthy lifestyle and encourage a high standard of hygiene:

- Parents/carers will be asked to keep their children at home if they have any infection and inform the crèche as to the nature of the infection so that the crèche can alert other parents/carers, and make observations of any child/ren who seem unwell.
- Current information regarding exclusion periods for a variety of communicable illnesses is available.
- Parents/Carers will be asked not to bring into the Crèche any child who has been vomiting or had diarrhoea until at least 48 hours.
- Cuts or open wounds on adults or children will be covered by a sticking plaster or other dressing.

Should a child become unwell during their day at the crèche, staff will undertake the following procedures:

- Assess and monitor the child's current health. Inform the manager in charge if the child seems to be unwell, has a high temperature, is vomiting or displaying signs of distress. The child themselves may tell staff that they are feeling ill, and this should be listened to and acted on.

- Contact the parents by phone or speaking to them (as agreed by the manager) to inform them and find out what they know about the child's condition. If the child has a head injury they should be contacted immediately.
- With the welfare of the sick child in mind and in the interest of the remaining children in the nursery, if in the opinion of the staff a child is ill, then the parent/carer will be contacted and requested to collect him/her as soon as possible.
- The sick child should be treated with sensitivity at all times and made as comfortable as possible. Staff should take care to see that cross-infection to other children is maintained.
- Staff will continue to monitor the child's symptoms, giving a clear and concise report to the parents/carers on their arrival to the centre.
- On collection the parent/carer must be asked to keep the child at home until she/he is clear of the symptoms. Advice should be sought from the GP if the symptoms persist. Any child having recurring bouts of diarrhoea should be referred to their GP. Practitioners will ask parents/carers for an update on the child's health before they are admitted back to the centre. The responsibility and final decision on whether a child is well enough to attend the centre rests with the Manager.
- If a child has a communicable disease confirmed by the doctor, the crèche should be informed and other parents/carers and staff notified. The child may be required to provide a note from the GP or Freedom from Infection certificate before returning.

Head Lice

When a case of head lice is discovered in the crèche the situation must be handled with tact and sensitivity. The child should not be isolated from other children, humiliated in any way or treated differently from the rest of the group.

- When the child is collected the parent/carer should be informed, in a sensitive way and given advice on treatment
- Other parents/carers must be informed using our standard letter, or by displaying a notice, and advised to check their child and treat them if necessary.

Allergies

- A record of all children's allergies must be kept on the child's file with detailed information of any first aid or medical treatment that may be required.
- The manager should ensure all staff have the knowledge and understanding of what to do in an emergency of a child having an allergic reaction.
- A list of ingredients must be checked by the manager when any prepared food is brought in from outside for children's consumption.
- Regular updates are required from parents regarding their child's dietary and health allergies.
- Staff must be trained in administering related first aid.
- No nuts are to be stored in the crèche.

Children's Rest Needs

Babies and children need adequate rest and sleep to develop, grow and to be healthy. In a partnership with parents we encourage and create opportunities and an environment for children to rest at any time during the day.

We will do this by:

- At the initial visit the staff will discuss the individual child's rest needs with their parents this should include any comforter or particular way of going to sleep they are use too. The staff continues to discuss with parents the child's changing rest needs and adapts the child's routine when appropriate
- Children's rest needs and sleeping patterns are taken into account and met wherever possible. Children should not be woken up if it is not in their best interest.
- Children are settled individually by staff who ensure the room has a calm atmosphere and the appropriate bedding facilities are available where possible.
- The length of time the child sleeps is recorded and his/her parents informed at the end of the day.
- Children are given the opportunity to sleep if they wish. They are not patted to sleep.
- Planning a routine that allows for children to rest spontaneously and resourcing cosy, quiet areas in the centre that are accessible at all times.
- Babies and children must be observed and supervised at all times whilst sleeping and checked at 10 minute intervals
- The room has several room thermostats that monitor the temperature and precautions will be taken to ensure the room is kept at the correct temperature

Health and Safety in changing and disposing of nappies

Consideration should be given to the possibilities of cross infection whilst changing nappies and disposing of them:

- Always wash hands thoroughly before and after changing a baby in the bathroom sink
- Wear protective disposable apron and disposable gloves
- Use disposable tissues and wipes
- Always use disposable nappies to reduce the risk of cross infection if reusable nappies are used ensure that the liner is correctly disposed of.
- Place the soiled nappy in the nappy bin provided
- Wipe the changing mat down after each change
- Never leave a child unattended on a changing mat
- Another adult should be in view when ever changing a child's nappy
- Be careful to stand in the correct position when lifting a child

Hot Weather

Every now and then it does get hot here. In these instances staff must follow the following guidance:

- In the case of very hot weather children must not enter the Dalston Eastern Curve Garden without wearing a sunhat. All children must have sunscreen applied to their exposed body before they go outside.
- All sun creams are to be labelled; staff must ensure the children's sun cream is within date. All sun creams are to be replaced yearly.
- Children should only be outside in very hot weather no more than 10 – 15 minutes at a time. Staff must ensure the children are kept cool and refreshed.
- If the outside temperature reaches 30 degrees or more all children must remain inside between the hours of 12pm and 3pm.

Non-Smoking Policy

At V22 Workspace Crèche we aim to provide a safe working and learning environment for both children and staff. V22 supports a no smoking policy which reinforces messages and health initiatives from the wider community.

Smoking and secondhand smoke has been shown to cause cancers, heart and respiratory diseases. There is considerable evidence regarding the impact of smoking behaviours on children. As smoking is the single most preventable cause of premature death and ill health in our society, as a company we believe it is our responsibility to promote a no smoking policy and to give everyone the right to breathe clean air and to avoid the dangers of secondhand smoke.

We are committed to:

- providing a no smoking environment both within the V22 building and grounds that protects the health of the whole community and visitors to the V22 grounds.
- promoting a healthy lifestyle.
- Not allowing smoking on any crèche trips and visits.
- Encouraging people not to smoke near to the entrance to our building.

Behaviour Policy

Our policy believes that children flourish best when they know how they are expected to behave and should be free to play and learn without fear of being hurt. It is important to consider the reasons why children might present certain types of behaviour for example; boredom, feeling unsettled or unhappy, not feeling listened to, an un-stimulating play setting, and medical reasons.

With regard to rough and tumble play and play that has aggressive themes, such as superheroes, this is normal for young children and acceptable within limits. Staff will judge if such play becomes hurtful or inconsiderate and will then deal with it by using the procedures outlined for dealing with inappropriate behaviour.

Beliefs and Practices

- All interactions with children will be in ways which are appropriate for the children's ages and stages of development.
- Staff will be positive role models for behaviour.
- Play opportunities and activities will be varied and well planned so that children are engaged and interested.
- Staff will take active steps to not label children (i.e. difficult, naughty) and to consider the underlying reasons for behaviour.
- Staff will work as a team by discussing incidents and resolving to act collectively and consistently.
- Staff will ensure that the individual child feels valued and respected at all times.
- Staff will take positive steps to avoid a situation in which children receive attention for undesirable behaviour.
- Staff will encourage children to express their strong feelings without physical or verbal aggression.
- Staff will support children to manage behaviour themselves by helping them find solutions to situations and deal with their emotions appropriately.
- Staff will praise positive behaviours and give feedback to parents.
- Staff will never use physical punishment such as smacking or shaking and children will never be threatened with these.
- Staff will only use physical restraint, such as holding, to prevent physical injury to others and/or serious damage to property.
- Staff will not shout or raise their voices in a threatening way.
- It is unacceptable for staff not to respond to a child's challenging behaviour. Children know exactly who they can challenge and will do so if their behaviour management is not followed through.

Procedures for Dealing with Challenging Behaviour

In situations that require adult intervention, staff will remain calm and consider the most appropriate response, dependent on what led up to the behaviour and also the age and level of understanding of the child. Staff should:

- Stop hurtful or disruptive behaviour at once.
- Gather information – ask the children what happened, depending on age.
- Acknowledge children's feeling whilst explaining why their behaviour was not acceptable.
- Explain the consequences that may occur or ask the children for solutions and choose one together. Offer ideas if children struggle with this.
- If physical or verbal aggression occurs this will be addressed immediately. The child may be moved to another area of the room.
- If physical contact is necessary adult will keep their body language calm, acknowledge feelings and explain their actions e.g. "I need to hold you/lift you up to keep everyone safe."
- When the child is calm explanations can be given as to why their behaviour was not acceptable.
- If appropriate a child will be asked to adopt a restorative justice approach and 'put right' what went wrong. For example, if a child threw another child's toy, they will pick up the child's toys in a kind and helpful manner.

Very Young Children

The strategies for dealing with children under three years old may differ from children aged over three. When very young children show challenging behaviour, such as tantrums, biting and scratching. Staff will:

- Remain calm and patient
- Offer comfort to intense emotions and try to calm children down
- Ensure attention is given to the child who has been hurt and focus is given to the *behaviour* of the child and not the child themselves
- Distract, refocus and engage the child who is displaying challenging behaviour
- Refer to the child's behaviour as upsetting, and not the child

Toddlers

Children aged two to three have a better understanding of their emotions. When displaying challenging behaviour, staff will...

- Remain calm and patient
- Praise other children who are doing the right thing e.g 'I love the way X is listening'
- Talk calmly to the child

- Make sure the child is aware that they have done something wrong
- Give 3 clear warnings: e.g. 'You are shouting and we don't like it'
- If on the carpet, remove them appropriately and use the timer (if age appropriate), count from 1-3 firmly
- If the child is at an activity, call the child's name, take them by the hand and sit them on the carpet

If their behaviour persists:

- Move the child from the situation (or remove the other children from the area)
- Talk to them firmly and calmly, letting them know why what they have done is wrong and how it is making everybody feel
- Use the timer and give them some time to sit down by themselves (depending on the child's emotional well-being)
- When the timer has finished talk to the child again so they are clear about what they have done. Praise them for calming down/ responding positively.

Pre-School

Children aged three and above have reasonably good understanding and are more able to control their feelings and behaviour. When dealing with behaviour issues staff will:

- Remain calm and patient
- Praise other children who are doing the right thing e.g 'I love the way X is listening'
- Give 3 clear warnings, making it clear what behaviour is causing the problem
- Remove the child from the situation and involve them in something just as interesting and adult led.
- Place the child's name on the traffic light system (a coloured chart showing green for good behaviour, yellow represents a second warning and red represents the last warning) allowing them to think about their actions.
- If the child displays unacceptable behaviour that may cause harm to themselves or others such as hitting, kicking and biting, the child is to be placed on the hot spot with a timer by themselves (depending on their emotional well-being).
- Once the timer has finished, talk to the child about their actions and re-introduce them back into their activity or group. Praise them for responding so well to the time-out.
- Staff must ensure that they follow through when dealing with a child's behaviour. Make sure YOU are the one who re-introduces the child back into their group and talks to them about their behaviour expectation.
- In dealing with a child displaying challenging behaviour staff must speak to the child calmly, politely and firmly.
- Always model kind and polite interactions.
- Never walk away from a child's challenging behaviour or leave them for your work colleagues to deal with.

- Show them you care and are willing to help them understand and work through their emotions.

Bullying

Bullying involves the persistent physical or verbal abuse of another child or children. We take bullying very seriously.

If a child bullies another child or children:

- We intervene to stop the child harming the other child or children
- We explain to the child doing the bullying why her/his behaviour is inappropriate
- We give reassurance to the child or children who have been bullied
- We help the child who has done the bullying to say sorry for her/his actions.
- We also teach children the difference between bullying and a disagreement, which is fine. We expect parents/carers to understand the difference and help us promote this important difference.

Biting

Biting is a natural developmental stage that many children go through. It is usually a temporary stage that commonly occurs between thirteen and twenty-four months of age. The safety of the children at the nursery is our primary concern. Our policy addresses the actions the staff will take if a biting incident occurs.

Toddlers bite other toddlers for many different reasons:

- A child might be teething or overly tired and frustrated.
- He or she might be experimenting or trying to get the attention of the carer or their peers.
- Toddlers have limited verbal skills and are impulsive without a lot of self-control.
- Sometimes biting occurs for no apparent reason.

Our staff will encourage the children to "use their words" if they become angry or frustrated and will maintain a close and constant supervision of the children at all times.

The following procedures will be taken if a child is witnessed biting:

- The biting will be interrupted with a firm "No...we don't bite!"
- Staff will stay calm and will not overreact.
- The bitten child will be comforted.

- Staff will remove the biter from the situation. The biter will be redirected into another environment.
- The wound of the bitten child shall be assessed and cold compress applied if needed. The parents of both children will be notified of the biting incident. Appropriate forms will be filled out Incident Report and, depending on the situation, a Behaviour Management Report.
- Confidentiality of all children involved will be maintained.
- The bitten area should continue to be observed by parents and staff for signs of infection.
- If this is a recurrent situation, the child will be observed or shadowed by a carer and the observations will be monitored to see why the biting is reoccurring.
- The child will be given appropriate activities (sensory activities) to help cope with the biting.
- If we have a child who is biting on a regular basis we shall put a personalised behaviour management program into place with the full involvement of the parents/carers.
- If the situation is deemed serious enough and other children are at risk the child may be sent home.

Data Protection Policy

Communications with Parents

To help fulfil their important role in their child's care and to be as informed as possible in any communications or discussions with crèche staff, parents/carers are requested and encouraged to communicate any concerns or difficulties, interests or aspirations that are either specific to, or seriously affecting their child's care. Staff record and deal with this information in a confidential and professional manner.

General Information Records

Confidential copies of registration documents and any progress reports are kept as general information. Such records must be disclosed to parents/carers upon request within a specified time, to another childcare setting which is considering a child for admission, or which has just admitted that child.

Medical/Confidential Information

Confidential medical information and reports (e.g. Social Services and Psychological Reports) are also kept and show:

- Personal details
- GP/ Doctor's name/address/telephone number.
- Treatment needed regularly (e.g. asthma prevention).
- Relief treatment (e.g. asthma reliever) if required.

There are two special considerations relating to Child Protection:

- The Education (Schools' Records) Regulations 1989 exempt any information relating to actual, alleged or suspected child abuse from the requirements of disclosure to those with 'Parental Responsibility' (Children Act 1989)
- When a child dies the LSCB carries out a Section 8 Review under the Children's Act 1989. This is a multiagency investigation and a report is produced. All school records must be kept in these circumstances – only copies may be given to parents.

This section may also contain other details relating to Child Protection but additionally drugs, HIV and mentoring.

Staff Records

The School maintains detailed, confidential personnel records relating to individual employees including job descriptions, qualifications, experience, length of service and salary levels.

General Data Protection Regulation (GDPR)

The GDPR will apply in the UK from 25 May 2018 and will be unaffected by the UK's decision to leave the EU. The GDPR is a new data protection regulations that's designed to strengthen and unify the safety and security of all data held within the Workspace Crèche. The GDPR will replace the current Data Protection Act, making radical changes to many existing data protection rules and regulations.

Whilst there are similarities between the GDPR and the DPA, there will be some significant differences that will have a real impact on the way the data is handled and ultimately the way in which we manage information.

Some of the differences include:

- Penalties – under the DPA, non-compliance could see fines of up to £500,000 imposed by the ICO. However, non-compliance under the GDPR could see fines of up to €20 million for the Data Controller, i.e. Workspace Crèche, and anyone else involved in V22, such as any administration staff.
- Contracts – currently there is no formal obligation to have a contract in place with your chosen Data Processor. However, under the GDPR, it will be illegal to not have a formal contract or Service Level Agreement (SLA) in place with your chosen partner.
- Data Processors – under the GDPR it will also be a criminal offence to choose an IT recycling partner/Data Processor who doesn't hold the minimum competencies and for IT asset disposal. V22 must be able to demonstrate that we are working with an accredited company when it comes to disposing of your data bearing end of life IT assets.

Whilst the GDPR's main principles are similar to those in the DPA, there will inevitably be some new elements and enhancements to be made. In accordance with the ICO's guidance, V22 will prepare for the changes by:

- Awareness – ensure that decision makers and key people at V22 are aware that the DPA is changing to the GDPR. We appreciate the impact it will have and will be investigating how the new legislation will affect us.

- Information held – organising an information audit and document personal staff and child/tenant data held, where it came from and who it is shared with
- Communicating privacy information – review our current privacy guidance and put a plan in place for making any necessary changes in time for when GDPR comes into force
- Individual's' right – check our current procedures to ensure they cover all the rights individuals have, including how you to delete personal data or provide data electronically
- Subject access requests – update our procedures and plan how to handle requests within the new timescales and provide any additional information
- Legal basis for processing personal data – look at the various types of data processing we carry out, identify the legal basis for carrying it out and document it
- Consent – review how we seek, obtain and record consent and whether we need to make any changes
- Childcare – begin to think about what systems we will put in place to verify individuals' ages and to gather parental or guardian consent for the data processing activity.
- Data breaches – make sure we have the right procedures in place to detect, report and investigate a personal data breach
- Data protection by design and data protection impact assessments – begin to work out when to start implementing Privacy Impact Assessments into V22
- Data Protection Officers: The newly appointed Data Protection Officer at V22 is Kerry Sheldrick, Studios Manager.

Data Protection Act 1998

This document is a statement of the aims and principles of V22 for ensuring the confidentiality of sensitive information relating to staff, tenants and children.

V22 needs to keep certain information about its employees, tenants and children using the Workspace Crèche and other users to allow it to monitor performance, achievements, and health & safety, for example. It is also necessary to process information so that staff can be recruited and paid, courses organised and legal obligations complied with. To comply with the law, information is collected and used fairly, stored safely and not disclosed to any other person unlawfully. To do this, V22 so far as is reasonably practicable, complies with the data protection principles, as contained in the Data Protection Act.

In summary these state that personal data shall:

- Be obtained and processed fairly and lawfully and shall not be processed unless certain conditions are met.
- Be obtained for a specified and lawful purpose and shall not be processed in any manner not in line with that purpose.
- Be adequate, relevant and not excessive for that purpose.
- Be accurate and kept up to date.
- Not be kept for longer than is necessary for that purpose.

- Be processed in accordance with the data subject's rights.
- Be securely protected from unauthorised access, accidental loss or destruction.
- Be stored only in countries within the EU or with companies that comply with the EU's Data Protection Directive.

V22 and all staff or others who process or use personal information must ensure that they follow these principles at all times. In order to ensure that this happens, we have developed this Data Protection Policy.

Status of this Policy

This policy does not form part of the contract of employment for staff, but it is a condition of employment that employees abide by the rules and policies made by V22 from time to time. Any failures to follow the policy can therefore result in disciplinary proceedings.

The Data Controller and the Designated Data Controllers

V22 as a corporate body is the Data Controller under the 1998 Act, and the Directors are ultimately responsible for implementation. However, Designated Data Controllers may deal with day to day matters. Any member of staff, tenant or parent or other individual who considers that the policy has not been followed in respect of personal data about himself or herself or their child should raise the matter with the Director, Tara Cranswick.

Responsibilities of Staff

All staff are responsible for:

- Checking that any information that they provide to V22 in connection with their employment is accurate and up to date.
- Informing V22 of any changes to information that they have provided, e.g. change of address, either at the time of appointment or subsequently. V22 cannot be held responsible for any errors unless the staff member has informed V22 of such changes.

If and when, as part of their responsibilities, staff collect information about other people (e.g. tenants' addresses, bank details, children's progress records or details of personal circumstances), they must comply with the Data Protection Act 1998.

Data Security

All staff are responsible for ensuring that:

- Any personal data that they hold is kept securely.
- Personal information is not disclosed either orally, in writing, via Web pages or by any other means, accidentally or otherwise, to any unauthorised third party.
- Staff should note that unauthorised disclosure will usually be a disciplinary matter, and may be considered gross misconduct in some cases.
- Personal information should:
 - Be kept in a locked filing cabinet, drawer, or safe; or
 - If it is computerised, be coded, encrypted or password protected both on a local hard drive and on a network drive that is regularly backed up; and
 - If a copy is kept on removable storage media, that media must itself be kept in a locked filing cabinet, drawer, or safe.

Rights to Access Information

All staff, parents and tenants are entitled to:

- Know what information V22 holds and processes about them or their child and why.
- Know how to gain access to it.
- Know how to keep it up to date.
- Know what V22 is doing to comply with its obligations under the 1998 Act.

All staff, parents and tenants have a right under the 1998 Act to access certain personal data being kept about them or their child either on computer or in certain files. Any person who wishes to exercise this right should complete a Subject Access Request and submit it to the Studios Manager and/or Workspace Crèche Manager (whichever is applicable). Please refer to the Freedom of Information section for further information on this.

V22 aims to comply with requests for access to personal information as quickly as possible, but will ensure that it is provided within 20 days, as required by the 1998 Act.

Subject Consent

In many cases, V22 can only process personal data with the consent of the individual. In some cases, if the data is sensitive, as defined in the 1998 Act, express consent must be obtained. Agreement to V22 processing some specified classes of personal data is a condition of acceptance of employment for staff. This includes information about previous criminal convictions.

How We Use Employee information

We process personal data relating to those we employ to work at, or otherwise engage to work at, V22I. This is for employment purposes to assist in the running of V22 and/or to enable individuals to be paid. The collection of this information will benefit V22 by:

- enabling development of a comprehensive picture of the workforce and how it is deployed informing the development of recruitment and retention policies allowing better financial modelling and planning enabling ethnicity and disability monitoring; and
- This personal data includes identifiers such as names and National Insurance numbers and characteristics such as ethnic group, employment contracts and remuneration details, qualifications and absence information.

We will not share information about you with third parties without your consent unless the law allows us to.

We may be required, by law, to pass on some of this personal data to the police or Children's Services.

How We Use Children's Information

Upon entry to our Workspace Crèche all parents/carers are issued with a Privacy Notice in accordance with the Data Protection Act 1998 which details how we use children's information.

Roles that will bring the Applicants into Contact with Children.

We have a duty under The Children Act 1989 and other enactments to ensure that staff are suitable for the job. We have a duty of care to all staff and children and must therefore make sure that employees and those who use Workspace Crèche facilities do not pose a threat or danger to other users. We may also ask for information about particular health needs, such as allergies to particular forms of medication, or any medical condition such as asthma or diabetes. We will only use this information in the protection of the health and safety of the individual, but will need consent to process this data in the event of a medical emergency, for example.

Processing Sensitive Information

Sometimes it is necessary to process information about a person's health or criminal convictions. This may be to ensure that the Workspace Crèche and all V22 buildings are a safe place for everyone. Because this information is considered sensitive under the 1998 Act, staff (and children where appropriate) will be asked to give their express consent for V22 to process

this data. An offer of employment may be withdrawn if an individual refuses to consent to this without good reason.

Publication of Workspace Crèche Information

Certain items of information relating to crèche staff will be made available via searchable directories on the public website, in order to meet the legitimate needs of researchers, visitors and enquirers seeking to make contact with the Crèche.

Examples of Data

Definitions of personal data are highly complex, and it is difficult to define categorically. However, broadly speaking and in day-to-day use, 'personal data' is information which relates to a living, identifiable individual. In the context of this document and V22's requirement to process 'personal data' as part of its duty of care, 'personal data' may include:

- crèche registration and attendance registers;
- reports to parents/carers on the achievements of their children;
- photographs of children in the Workspace Crèche
- photographs of the studios
- staff records, including payroll records;
- records of contractors and suppliers.
- tenants' contact details
- tenants' bank details

If it is necessary for V22 to process certain personal data to fulfil its obligations to children, tenants and their parents or carers then consent is not required. However, any information which falls under the definition of personal data, and is not otherwise exempt (see below), will remain confidential. Data will only be disclosed to third parties with the consent of the appropriate individual or under the terms of this Policy.

Sensitive data may include:

- ethnic or racial origin
- religious beliefs
- other beliefs of a similar nature
- membership of a trade union
- physical or mental health or condition
- offence or alleged offence
- proceedings or court sentence

Where sensitive personal data is processed by V22, the explicit consent of the appropriate individual will be required in writing.

Exemptions

Certain data is exempted from the provisions of the Data Protection Act, examples include:

- The prevention or detection of crime;
- The assessment of any tax or duty;
- Where the processing is necessary to exercise a right or obligation conferred or imposed by law upon V22.

There are further exemptions detailed under the act.

Retention of Data

V22 has a duty to retain some staff, tenant and children's personal data for a period of time following their departure from the V22, mainly for legal reasons. Different categories of data will be retained for different periods of time. The time span can be requested in writing from v22.

Non-Compliance

Compliance with the 1998 Act is the responsibility of all members of V22. Any deliberate breach of the Data Protection Policy may lead to disciplinary action being taken, or even to a criminal prosecution.

Equal Opportunities Policy

This policy statement seeks to recognise that in our society groups and individuals are and continue to be oppressed, disadvantaged and discriminated against on the basis of race, ethnicity, gender, gender reassignment, marital or civil partnership status, pregnancy or parental status, class, sexuality, disability, age, religious beliefs, health or HIV status and spent criminal convictions.

V22 believes that it is wrong to hinder equality of opportunity and that passive policies will not in themselves provide equality of opportunity for artists and organisations, other participants, potential and actual employees. The aim of this statement is to ensure that no employee, job applicant, artist or participant receives less favourable treatment on any of the grounds stated above.

Definition of Terms in This Policy

Direct discrimination means treating one individual less favourably than another on the basis of any of the grounds listed above when their relevant circumstances are not materially different.

Indirect discrimination means applying a requirement or condition which whether intentionally or not has an adverse effect on one particular group or individual.

Harassment is any behaviour deliberate or otherwise affecting the dignity of men and women, where actions or comments are viewed as demeaning and unacceptable to the recipient.

Victimisation is treating a person less favourably than others because she/he had exercised her/his right under this policy or the relevant legislation or singling out a person and consistently treating them badly.

Aims and Objectives

V22's vision is of a fair society where artists, local people and communities are able to shape their future, be independent, and concentrate on their aims and visions for the future.

In particular V22 is committed to the following values

- The diversity and independence of the arts sector give it a unique role to play in responding to the complex needs of our society
- V22 is committed to challenging oppression and prejudice and aims to promote both diversity and full access to opportunity in all areas of its work and structures.

- Equality is the cornerstone of social integration, and without it efforts to promote a fair and participative society will be undermined

This is reflected in our operating principles which say

- We are committed to equality, and this means that we will make judgements and choices on merit alone in all areas of our work
- Although we work within an often competitive landscape, we are committed to operating transparently – our goal is to empower the sector and support artists, organisations and networks to become strong and independent in their own right
- We will be welcoming and open in all our dealings, and try and overcome barriers faced by those who, for whatever reason, find our services difficult to access
- We believe that working well with other individuals and organisations brings us new ideas and inspiration, and produces greater and more ambitious projects
- We believe that actively listening to people, communities and organisations is key to shaping and delivering our work, and that constructive criticism is as welcome and useful as praise
- We believe we should celebrate our common humanity by being respectful, courteous, compassionate and fun. We expect the same in return from those we work for and with, believing that respect is a two-way process

Applying This Policy Within Our Governance and Management

All applications for exhibition, performance, employment, childcare placement (whether permanent, full or part time, temporary), will be considered within the framework of equal opportunities.

The Director will bring to the attention of all employees the provisions of this policy (whether full or part time, temporary or contracted to deliver services, regardless of length of service)

Training will be made available for all staff covering equal opportunity issues. This may be done as part of training on other topics.

Equal Opportunities will be incorporated in training offered to partner artists and organisations.

All employees and contractors, as part of their terms of employment, will adhere to V22's Equal Opportunities Policy and failure to do so shall be cause for disciplinary procedures to be instituted which could lead to dismissal.

In addition V22's grievance procedure is open to any employee who considers that s/he is suffering unequal treatment on any grounds.

Equal Access To Services

V22 is committed actively to promoting equality of opportunity in the provision of all its services to the community and in the artists, organisations and groups who work with it.

V22 aims to

- **Ensure that no artist, tenant or child with whom we work suffers discrimination.**
- **Ensure that no member of our staff suffers discrimination.**
- **Ensure that all staff understand the reason for, and the effects of, the different forms of discrimination.**
- **Use languages other than English and offer translators (including in sign language) to enable the provision of services where appropriate.**
- **Ensure adequate access for disabled service users, employees and other visitors.**
- **Continually try and redress the effects of discrimination and oppression in service provision and staff composition.**

Harassment

It is the responsibility of the Director to ensure all formal complaints of discrimination, victimisation or harassment are properly investigated. V22 recognises that individuals may feel inhibited about making a complaint regarding racial and sexual harassment. This could be for many reasons such as fear of retaliation, humiliation or fear that others will consider the behaviour trivial. Also fear that the complaint will not be taken seriously, that no action will be taken against the perpetrator or unfamiliarity with the appropriate procedures.

V22 will ensure it has clear, simple and supportive procedures for making a complaint, with named members of staff who can be contacted and that all complaints will be taken seriously and dealt with appropriately.

It will be the decision of the individual both what they consider as harassment and to whether to make a formal complaint.

If the Chief Executive is satisfied that harassment has taken place, action will be taken in accordance with the disciplinary procedure.

Conditions of Service

Adherence to this Equal Opportunities Policy is a condition of employment.

V22 believes that men and women should be treated equally in terms of retirement age and benefits.

V22 recognises that pregnant women, those becoming parents, and those with, or who acquire, a disability may need changes to their work conditions and will do whatever it can to make those changes and ensure it has appropriate policies in place that are supportive of its staff.

Working hours and arrangements will, whenever possible, be flexible for both full and part time employees regardless of length of services to facilitate caring for children and other dependants.

Requests for part time working, job sharing and flexi-time will receive fair and equal consideration subject to operational requirements.

Monitoring

V22 is committed to monitoring to ensure effective implementation of the policy.

All information collected for monitoring will be treated as confidential and will be clearly separated from the process of selection of staff.

The Chief Executive will be responsible for monitoring and will prepare a report on the results annually.

