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**Review of the Policies**

***All policies will be reviewed annually and in line with changes in legislation.***

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| --- |
| **INTRODUCTION** |
| Dear Parents/Carers  Welcome to Footprints Daycare, awarded Community Daycare of the year, Families First Awards 2022.  I hope that both you and your child will have a very happy experience with us.  Footprints Daycare opened its doors in 2001 and has been providing quality daycare for more than twenty years.  Registered with the South Eastern Trust, Footprints Daycare is a member of the Early Years Organisation and Playboard    Our staff are highly qualified and vetted through Social Services and are fully committed to providing your child with a loving and caring environment. I would like to draw your attention to the policies contained within this booklet. If you have any queries regarding any aspect of the facility, please do not hesitate to contact me. I would like to take this opportunity to thank you for choosing Footprints Daycare.  Yours faithfully  C:\Users\Elizabeth\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Isobel Signature.png  **Isobel Loughran** |
| **CEO** |

# WELCOME NOTE

The vision of Footprints Daycare is to provide an environment where children are happy, stimulated and kept safe and healthy. We aim to ensure your child has plenty of opportunities to grow and develop to allow them to reach their full potential.

The principle aims are to offer a range of inclusive services for children where they are able to participate in a variety of play and learning experiences to aid the social, physical, intellectual, creative, cultural and emotional development of the children in a fun, safe environment.

We define a quality service as one that understands the individual requirements of children in our care, as well as their parents/carers, and provides the necessary staff, equipment and resources to meet and exceed those needs.

We work on building partnership with the parents through the sharing of information between home and setting. This will help the staff at Footprints support the child’s individual needs. We will also encourage parents to participate in activities at the Daycare and to also join us on day trips.

Footprints Women’s Centre is an equal opportunities childcare provider and welcomes all children regardless of race, religion, ability, age, culture, language, social group or sexuality. All children will be respected as individuals and cared for equally.

Footprints Women’s Centre is an equal opportunities employer employing those who fit the requirements as dictated by the job description regardless of race, religion, ability, age, culture, language, social group or sexuality.

All employees will be respected as individuals and valued as an important part of the Organization, bringing various life skills, qualities and backgrounds to enhance the capabilities of the service.

We believe that a motivated and dedicated team is essential to the success of Footprints Women’s Centre and as such aim to provide training, guidance and opportunities for our individual team members.



# FACILITIES

* Preschool Room
* Toddler Room
* Waddler Room
* Waddler Cot Room
* Tiny Tots Room
* Tiny tots Cot Room
* Enclosed Outside Play Area
* Sensory Garden
* Children’s Orchards and Grow Your Own Plots
* Access to award winning garden
* 5 Star rated kitchen

# PARTNERSHIP WITH PARENTS/CARERS POLICY

Footprints recognizes the importance of working in partnership with parents/carers to promote the best interests of children, and, also that parents/carers play a key role in the care and education of their children. The childcare team will work with and support parents in providing quality care for their children.

# To achieve this, we will:

* Inform all parents/carers about the setting, how it operates, opening times and policies and procedures through written information, parent notice boards, and informal communication.
* Ensure parents/carers are given regular information about their child’s progress.
* Involve parents/carers in the shared development record keeping about their child, either formally or informally and ensure they are aware they can have access to their child’s written developmental records and ensuring they can discuss their child’s progress at any time. Staff will inform the childcare manager if a parent has requested to see their child’s file and a time and date will be arranged with Practice Leader and parent.
* Keep parents/carers informed of activities and upcoming play programmes by displaying the planning and monthly themes.
* Welcome the contribution of parents/carers and consult with them on a regular basis.
* Ensure all parents have access to our complaints procedure and ensure that any complaints are dealt with effectively in accordance with the complaints procedures.
* Ensure that all parents/carers are informed about meetings and any other activities being organized.
* Encourage parents/carers to be actively involved in Footprints Women’s Centre Board of Directors.
* Encourage all parents/carers to help with outings and fundraising events.
* Inform parents/carers through newsletters and letters of all news and developments within the setting and ensure that parents are aware that they are welcome to contribute in any way they feel able.
* Listen to all suggestions and acknowledge that all children, parents and staff have the right to be consulted and be heard.

# ADMISSIONS POLICY

Footprints will ensure that the setting is genuinely accessible to children and families from all sections of the local community.

# We will achieve this by ensuring that:

* Notices about our childcare facilities are placed in the local community, health and shopping centres, bulletins and local newspapers.
* .
* All applications are considered following the policies and guide lines of Footprints Women’s Centre. When applications are received they will be offered in the following order.
  + Priority of place for Footprints Women’s Centre employees
  + Priority will be given to those who require a full time place.
  + Those who have been on the waiting list longer.
  + Those applications for more than one child
* We provide opportunities for children with special needs.
* We provide places for children whose mothers are enrolled on education and training programmes within the centre.
* We provide places for children whose mothers are in need of respite.
* We continue to meet the changing needs of the local community.

# Notice Requirement

A period of two weeks’ notice is required in the event of no longer requiring a childcare place.

# ADMISSIONS APPEALS POLICY

Parents should be aware that the decision of the appeal is final and that the intake of children is limited by Social Services Registration requirements, we will however consider an appeal in regard to admissions.

Parents can contact Footprints Daycare directly for information about how to pursue an appeal.

Appeals for admission into Footprints Daycare must be made in writing to The Board of Directors.

An appeals form is available that can be obtained by writing to the Board of Directors.

Only one appeal per child can be considered in the same year.

Appeals will be considered by the Board of Directors at the monthly Board meeting. Parents/carers will be informed within 10 working days of the decision of the Board of Directors. Written information will be sent to parents/carers regarding the appeal decision.

# The decision of the Board will be final.

# SETTLING IN POLICY

At Footprints we aim to ensure your child's introduction to our setting is as stress free as possible. Once a place has been offered, we aim to achieve this by inviting you and your child to visit the nursery prior to your child's official start date. This helps to familiarize your child with the nursery, the staff and the other children. You will be introduced to your child’s key worker who will build up a relationship with you and your child.

We will endeavour to make the settling in process a positive experience for children and will work closely with parents/carers to ensure this is achieved. We recognise that in some cases there may be particular difficulties experienced by children. Therefore, the settling in period may be different for every child as this is tailored to the child’s needs and will be agreed between parents/carers and the childcare manager.

All children are individuals and we plan to meet their individual needs and resolve any difficulties quickly and smoothly. The childcare staff will work in partnership with parents/carers to settle their child into the childcare facility.

# To achieve this, we will ensure that:

* All staff are aware of the procedures for settling children into the facility.
* Staff will provide support to parents/carers during the settling in period.
* During the settling in period parents/carers should remain on premises at all times.
* Should the child become very distressed Parents/Carers will be contacted.

# REST AND SLEEP IN NURSERY POLICY

**This policy links to:**

Setting the standards for learning, development and care for children from birth to five

# IMPORTANT

* Pre-school children can very tired during the day and NEED the opportunity to rest/sleep within the nursery day
* Every child’s needs are different so we provide flexibility and opportunities for children to take rests and naps as they need and desire.
* It is VERY important that young children get ALL the sleep they need and so we prioritise and facilitate this in all departments of the nursery
* We respect parental wishes with regard to children’s sleep, but the welfare of the child is always paramount.

# COMFORTERS AND COMFORT BLANKETS

* Comfort blankets and soft toys are most welcome for they bring enormous comfort and reassurance to small children, especially when they are new to the nursery and during rest and sleep times. **PLEASE LABEL THEM.**
* Parents may wish to provide dummies for their little ones, for they too can provide comfort during rest and sleep times, however the nursery does not provide, supply or ever introduce them to children themselves.
* If parents do provide dummies for their children to use it is essential that they also provide a hygienic Dummy Pot that can be sealed to store the dummy in when not in use.
* Dummies are usually restricted to sleep and rest times. They are not encouraged in the play rooms for they can hamper a child’s speech, interaction with others and are a major cause of speech delay.

# REST AREA

* Within each play room there are quiet carpeted rest areas with soft seating and cushions where children can go if they wish to rest and relax.

# STAFF

* Staff are fully aware of the fact that children need to rest and sleep
* Staff appreciate that children have individual needs and routines which vary as they grow and develop
* Children are encouraged to indicate and say when they are tired and need to rest and are also encouraged to take a rest or nap during certain times of the day.

# PARENTS’ WISHES

* The preferences and wishes of parents are always valued and respected and staff work closely with them, especially in the Baby, Tiny Tot and Toddler ROOMS, to ensure each child’s individual needs are carefully met.
* Younger babies usually need both morning and afternoon sleeps but these depend upon parents’ wishes
* Some parents prefer their children to only have a short sleep – fearing that it infringes on their night time sleep and this will be taken into account PROVIDED it is also clearly in the child’s best interests.

# 6 SLEEP RECORDS

* Sleep records are maintained so confirmation is always available regarding the times each child has slept on any given day
* Times can be recorded each day in a Child’s Daily Sheet should their parents so wish.

1. **THE IMPORTANCE OF REST AND SLEEP** •The nursery ensures that ALL children receive the rest and sleep that they need during the nursery day and regard it to be a highly important part of their personal and developmental needs.

# FOOTPRINTS BITING POLICY

Children sometime bite other children. Although not all toddlers bite, biting is considered a normal state in a child’s development. Children may bite for a variety of reasons, rarely with the intent to hurt another child. Karen Miller, author of “Things to Do with Toddles and Twos,” suggests toddlers may bite for any of the following reasons:

**Teething**: Toddlers are often cutting teeth and it hurts. Chewing on something relieves the sting and stops the pain momentarily.

**Sensory Exploration**: Toddlers are very good at using all of their senses to learn about the world. The “Oral mode”, an important style of learning for infants, continues into toddlerhood. Some children may bite everything, not just their playmates.

**Cause and Effect**: Toddlers are eager explorers. They are constantly studying cause and effect. Biting produces a predictable response. Often, the response is dramatic; there is a lot of noise and attention from adults.

**Self-Assertion**: This is probably the most common reason toddlers bite. It’s a way to express frustration when they don’t yet have the language skills to do so.

Footprints staff take action to reduce the number of biting incidents, including providing access to teething toys, providing numerous sensory exploration activities providing opportunity to explore cause and effect and offering toddler’s options and alternatives to reduce frustrations. Also 1:1 shadowing may be offered to address the biting.

When a child is bitten, that child is immediately comforted and bite is washed with anti-bacterial soap and an ice-pack applied to reduce bruising. The biter is told very firmly that it is not okay to bite and it is conveyed that this is an unacceptable behaviour through tone of voice and body language. Depending on the age of the child, they will be redirected to another area of the classroom and no positive or negative attention is given. The time scale can vary depending on the child’s age. It is recommended that it is 1 minute for each year (2years = 2 minutes). The older children will have a period of time out. The incident will be written up on an accident/incident form. Measures will be taken in order to prevent further incidents, such as close observation and one to one care.

Parents are not told the name of the child who bit their child. Parents of the biter are informed and will work together with the childcare workers in hopes of preventing further incidents of biting but we understand that there is no point in bringing it up with the child when they get home as a young child will have no concept of what they have done hours before.

We recognize how upset parents may be when they learn their child has bitten; however, we also recognize that biting is a normal component of child development and we cannot promise that their child will not be bitten again. Despite our many concerted efforts to prevent biting incidents, they are bound to occur. No child is ever excluded from Footprints because of biting.

# FOOTPRINTS BEHAVIOUR MANAGEMENT POLICY

Footprints believe that children flourish best when their personal, social and emotional needs are met and where expectations of their behaviour are developmentally appropriate and consistently communicated.

Children need to learn to consider the views and feelings, needs and rights, of others and the impact that their behaviour has on others, while feeling supported in expressing their own emotions appropriately. This is a developmental task that requires sensitive role modelling, teaching, encouragement and support.

**Statement:** We recognize the importance of promoting acceptable behaviour and methods of discipline within the childcare setting. We believe that all children have the right to expect positive approaches to discipline, which foster self-esteem, respect, tolerance and self-control. Behaviours which injure people either emotionally or physically or damage property are real problems for adults/staff and the other children must be dealt with in an appropriate manner. By promoting these beliefs Footprints will endeavour to ensure the group is safe, fair and considerate to all.

# Our aims:

* To promote self-discipline.
* To develop within each child an appreciation of others and their feelings.
* To increase children’s understanding of the consequences of their behaviour on others and themselves.
* To encourage the child’s ability to socialise and get along with others.
* To reinforce the positive and discourage the negative behaviour

# Procedure:

* All staff, volunteers and students are made aware of the Behaviour management policy (see below) they will receive support and coaching on behaviour management and child development as required.
* During supervision and annual appraisals opportunity will be given to allow reflection and refine practice as well as reinforce knowledge and share strategies.
* We require all staff, volunteers and students to provide a positive role model of behaviour by being warm, friendly and responsive and by treating all children, parents and each other with respect at all times. We expect all parents and carers to follow these guidelines also.
* We discuss this policy with parents and carers during guided tours, settling in and registration.

# Endorsed strategies for promoting positive behaviour

* **Positive** – we notice when children are ‘good ‘and reinforce this with praise and attention- and acknowledge considerate and appropriate behaviour
* **Communication** – in supporting children with their understanding of emotions and feelings, naming these and helping children to identify what they are expressing
* **Praise** - staff should use specific praise for good behaviour and acknowledge considerate and appropriate behaviour
* **Planning** – each room should plan stimulating and challenging activities around the interests of each child.
* **Routines** - each room should have a consistent yet flexible routine to provide children with a sense of security. This should be displayed and communicated via a visual display.
* **Interaction and supervision** – positive adult attention should result in positive behaviour
* **Prevention** – adults should anticipate and act proactively to remove or avoid potential situations before they occur
* **Promotion** – each room should promote age-appropriate ‘rules’ in a clear visual and positive way ‘kind hands’

# In the case of unwanted behaviours staff should:

* Stop aggressive or bullying behaviour immediately and make clear that this type of behaviour is unacceptable. This is to be done by explanation rather than personal blame.
* Any behaviour problems are dealt with in a developmentally appropriate way. Staff are to help the children understand and they are loved/valued even when their behaviour/actions are not.
* When necessary, staff should outline the problems for children and encourage them to think out solutions.
* Staff should help children to take responsibility for the actions. For example, wiping up spills and helping repair equipment.
* Staff use observations as a way of finding out any possible reasons for unwanted behaviour.

**Step 1**: Approach quickly and calmly stopping any hurtful behaviour

**Step 2**: Acknowledge feelings **Step 3**: Gather information **Step 4**: Restate the problem

**Step 5**: Ask for ideas for solutions and choose one together

**Step 6**: Give follow up support

# In the case of persistent inappropriate behaviour:

The child’s parents/carers should be involved. The practice leader will discuss the situation with the parents/carers in an attempt to find the possible cause of the behaviour. The practice leader and the parents/carers will, together, develop strategies for dealing with the unwanted behaviour. Should it be necessary and with the consent of the parent/carer, advice and assistance will be sought from relevant external specialists to address the matter. In extreme cases, to protect other children and staff, Footprints reserves the right to exclude the child from the group, this may be a temporary or permanent measure.

## Anti -Bullying Policy

The staff at Footprints Childcare facility will endeavour to protect all children in their care and will work towards creating an environment where all children feel safe and protected.

**The staff’s role:**

Staff will ensure that children attending the group are well supervised and if bullying occurs it is dealt with promptly.

Children engaging in bullying will be reminded of the following rules.

* All members of the group should treat each other with respect.
* If problems arise children should ask an adult for help.
* If the person involved in bullying does not obey the rules their parents will be informed of their behaviour.
* If bullying continues the person involved will be asked to leave the group.

# CUSTOMER CARE

**Purpose**

Footprints Daycare is committed to the continuous improvement of the standard of service it gives to all its member organisations, partners and other users or clients.

# Customer Care

Footprints Daycare is committed to

* putting our service users first;
* providing the service users with a quality service;
* continuous improvement of our services;
* reviewing and evaluating our Customer Care Policy in response to our service users;

To ensure that this happens, we will

* treat our service users with courtesy, respect and consideration at all times;
* conduct our communications with efficiency, integrity, fairness and professionalism;
* give our users a range of choices in accessing our services, including post, telephone, email and website
* provide service users with relevant, accurate and up-to-date information;
* actively seek user comments on a regular basis in order that we continue to develop and improve our services.

# If a problem arises we will:

* Deal with the problems promptly - all complaints will be responded to within ten days
* Advise the complainant if there will be a delay in providing a solution to the problem;
* Advise the complainant of progress in long-term problems;
* Advise where and who to contact in the event of any dissatisfaction.

# COMPLAINTS PROCEDURE

If you are unhappy about any of our services, we undertake to deal quickly and effectively with the matter. As a first step, we suggest that you **contact the member of staff concerned** to see if the problem can be resolved to your satisfaction. Footprints Daycare staff will do everything they can to put things right, including reviewing procedures to stop problems happening again.

If you are not happy with the response, or if you do not know which member of staff to contact, please follow the steps outlined:

* All complaints should be made to the Chief Executive Officer (CEO)r **in writing** by letter or email. This will be acknowledged within three working days.
* The CEO or designated person will investigate the issues raised and let you have Footprints Daycare response to the complaint normally within **ten working days**. Should the investigation require further time, an acknowledgment letter will be sent to you in the first instance, followed by a full response.
* If you do not feel that the CEO's or designated person's response is acceptable, you have the right to ask for your complaint to be **referred to a complaints panel**. The panel will consist of the chair or vice-chair of Footprints Women’s Centre and two members of Footprints Women’s Centre’s Board of Directors. A meeting of the panel will be arranged and you will be advised of the date. You may attend the meeting to make representation. You may also bring someone with you, if you wish, for personal support.
* You will be notified of the panel's decision within **five working days** of its meeting.
* In the case of a complaint from an individual or organisation that is not a member of Footprints Women’s Centre; the panel's decision is final.
* Footprints Women’s Centre members are entitled to raise any issue in relation to the management and administration of the organisation at the Annual General Meeting (AGM). Footprints Women’s Centre's AGMs are usually held in late in the year. Please contact the CEO at least **eight weeks before** the advertised date of the meeting who will advise you on the steps to take.

# COMPLAINTS/ COMMENTS PROCEDURE

Footprints Women’s Centre aims to provide the highest quality of care and education for all children attending our facilities. We welcome comments on how to improve our setting. We endeavour to quickly and informally resolve concerns through discussions with the appropriate member of staff.

All complaints/comments are taken seriously. If a parent/carer is unhappy about any aspect of the Daycare facility they should bring it to the attention of the Childcare Manager. If this does not have a satisfactory outcome they should put their complaint in writing to the CEO or Chairperson of the Board requesting a meeting. Most complaints should be resolved at this stage but if there is a failure to reach agreement and the parent/ carer feels that the matter should be taken further they should contact the Social Workers responsible for the childcare facility.

# GOOD RELATIONS POLICY

Good relations are about all of us living, working and playing together with respect, understanding and tolerance and without fear or mistrust.

This policy reflects the goal of “A SHARED FUTURE” which aspires to a society that “is at ease with wide individual diversity, from which dynamism and vitality flows.” It is underpinned by the UN Convention on the Rights of the Child.

This Policy Is Based On Two Fundamental Principles. These are:

* The belief that children have a right to choice and that racism, sectarianism and discrimination damages children;
* This damage is not only to the child who is on the receiving end of this but also the child who manifests this type of behaviour.

# Statement:

We acknowledge that all children have different individual needs and we promote acceptance through inclusion.

# Actions

* We will treat all people equally with respect and dignity. We will operate with openness and acceptance in an inclusive manner challenging all forms of discrimination and accepting and celebrating difference.
* We will monitor all of our activities to ensure inclusion. We will actively promote inclusion in our projects and with our partners.
* We will listen with an open mind to the needs of individuals and respond in a way, which is appropriate.
* We will develop partnerships, which will support the inclusion of all children regardless of disability, background or personal circumstances. We will consult with partners who have the expertise to support us.
* We will ensure that all children’s activities reflect the fact that all children are unique and are developed, promoted, and run in a way which ensures that everyone can participate equally.
* We will create a learning environment that encourages everyone to develop their knowledge and understanding. We will develop learning opportunities, materials and resources that support all to learn from our shared experiences.
* We will use materials and ways of working that allow all children to achieve their full potential. Materials used will reflect the uniqueness of children. Our settings, play space and activities will support the full involvement of all children at all times.
* We will create ways of working that will highlight difference and support inclusion. For example, a sight project could include blind or partially sighted children but may also incorporate global sight themes.

All of our actions will reflect our commitment to

* Children
* Parents
* Members
* The wider community and
* Marginalized hidden people

# EQUAL OPPORTUNITIES POLICY

Footprints Daycare is committed to equality of opportunity by providing activities which are open to all children. We aim to ensure that all individuals who wish to work in our childcare unit as staff, students or volunteers have an equal opportunity to do so. Everyone in the community regardless of religious affiliation, political background, race, culture, linguistic needs, disability, sexual orientation or age has access to the childcare facility.

* All children will be respected and their individuality and potential recognised, valued and nurtured.
* Activities and the use of play equipment will offer children opportunities to develop in an environment free from prejudice and discrimination.
* Through the use of planning and curriculum development, opportunities will be given to children to explore and value similarities and difference between themselves and others.
* All materials will positively reflect cultural and racial diversity. These will help the children to develop self-respect and respect for others.
* Any discrimination (language, behaviour or remarks) by children, parents/carers or staff/volunteers is unacceptable and will be challenged.
* Supporting the victim and helping those responsible to understand and overcome their prejudices will positively challenge discrimination.

# CONFIDENTIALITY POLICY

Footprints Daycare respects the right for all information, records and observations to be treated with respect and with due attention to confidentiality and privacy. However, the legal principle that ‘the welfare of the child is paramount’ (Children Order NI) means that confidentiality comes second to the right of the child to be protected from harm.

# To achieve this, we ensure that:

* All registration forms and records will be kept in a locked filing cabinet.
* Parents may have access to the records of their own child only.
* Any confidential information given by parents/carers to the childcare worker will not be passed on without permission.
* Any anxieties/ evidence relating to the Childs personal safety will be kept in a locked filing cabinet.
* Information may be shared with Social Services. Parental consent will be obtained beforehand, if appropriate. (See Child Protection Policy).
* All issues pertaining to the employment of staff will remain confidential to those persons who are directly involved with personnel decisions. (Data Protection policy)
* Any breach of confidentiality by a member of staff will lead to disciplinary action.
* Records relating to individual children will be retained for a reasonable period of time after the children have left the provision.

# CHILD PROTECTION POLICY

**“We in Footprints Women’s Centre are committed to practices that protect children from harm. Staff, students and volunteers in this organisation recognize and accept our responsibilities to develop the awareness of the issues that may cause children harm.”**

# Definition

**For the purpose of these policies and procedure children are any person under the age of 18 years, or those whom are considered vulnerable.**

The Children Order NI 1995 provides a framework for the care and protection of children. It is based on a clear and consistent set of principles designed with the common aim of promoting the welfare of children. This policy and procedure is based on the 5 key principles of the legislation:

* 1. ***Paramountcy*** of the welfare of the child,
  2. ***Partnership*** with child,
  3. ***Parents*** and agencies,
  4. ***Protection*** of children,
  5. ***Prevention*** of abuse and the recognition of parental responsibility.
* The child/ren welfare is paramount and must over-ride all other considerations.
* Intervention should be child centred and should involve a measured approach minimizing the potential for abuse, trauma or disruption to the child/ren and maximizing the child’s involvement in the process
* Parents have the right to respect, consultation and involvement in matters which concern their family.
* A proper balance must be struck between protecting children and respecting the rights and needs of parents
* Multi-disciplinary/multi-agency information sharing, collaboration and understanding are essential to the safeguarding of children and to the promotion of their well-being.
* While families have the right to confidentiality any information about child welfare issues should be shared on a need to know basis. Information shared for the health or protection of the child or protection of others is not a breach of confidentiality or professional ethics. Staff must be mindful of the criminal aspects of all cases under consideration.

# We will endeavour to safeguard children by: -

* Adopting child protection policies and guidelines through a code of behaviour for staff and volunteers.
* Sharing information about child protection and good practice with children/young people, parents, staff and volunteers
* Working in partnership, sharing information about concerns with agencies that need to know, and involving parents and children appropriately.
* Following carefully the procedures for recruitment and selection of staff, students and volunteers and ensuring that the Access NI vetting is obtained, in accordance with their guidelines, checks all staff, students and volunteers with responsibility for children.
* Making all new staff and volunteers aware of our child protection procedures and policies.
* Managing staff and volunteers through supervision, support and training.
* Appointing three designated people to enable any concerns to be reported in accordance with our procedures and ensure details of Child protection officers are clearly displayed with flow chart to show procedure to be followed.
* We are also committed to reviewing our policy and good practice at regular intervals.

# Preventing abuse by means of good practice

* We will ensure that all staff and volunteers attend relevant child protection training, which is regularly reviewed and updated.
* Footprints Women’s Centre operates a designated officer system to ensure the protection of children and staff. Information relating to named designated officers is clearly displayed in order that procedures can be followed.
* Making all new staff and volunteers aware of our child protection procedures and policies.
* In house training will be delivered to ensure that all childcare workers are aware of the guidelines within Footprints Women’s Centre for reporting suspected abuse.
* This will begin at induction and be followed up through staff supervision.
* Sharing information about child protection and good practice with children/young people, parents, staff and volunteers
* Ensuring that all necessary vetting requirements are completed including access NI and social services checks for all staff, students and volunteers with responsibility for children.

This policy is subject to regular reviews under our childcare facility registration by social services.

# Childcare Code of Conduct - Guiding principles

* The welfare of the child is paramount.
* Two staff will be present in rooms at all times
* All staff are responsible to safeguard and promote the welfare of children and young people. This responsibility extends to a duty of care for those adults employed, commissioned or contracted to work with children and young people.
* Staff who work with children are responsible for their own actions and behaviour and should avoid any conduct which would lead any reasonable person to question their motivation and intentions.
* Staff should work and be seen to work, in an open and transparent way.
* The same professional standards should always be applied regardless of culture, disability, gender, language, racial origin, religious belief and/or sexual identity.
* Staff should continually monitor and review their practice and ensure they follow the guidance contained in this document.

# Code of conduct examples

* All staff must recognize and respect the value and intrinsic worth of each child and family, regardless of economic or social background.
* All children and families deserve respect and understanding.
* Early years’ practitioners are responsible for nurturing and educating young children as well as providing information and support to parents.
* Early years’ practitioners should seek to improve their understanding of the development of young children through ongoing education and collaboration with colleagues.
* Early years’ workers have a responsibility to understand and adhere to current legislation and guidance that supports their role.
* All staff have a responsibility to contribute to the settings responsibility to protect children and encourage a ‘safer working culture’.
* Staff will be expected to follow agreed procedures, without fear of recrimination, to bring to the attention of the Childcare Manager, any deficiency in the standards.
* If staff have concerns regarding the Childcare Manager or other senior staff members, the Whistleblowing Policy may be followed.
* When information is necessarily confidential it should only be made available on a “need to know” basis.
* Staff should dress appropriately for their job and give a positive appearance

# Reporting Procedures

All staff are familiar with Footprints Women’s Centre reporting procedures and the need for clear, factual and accurate reporting, which distinguishes between fact, opinion and hearsay

1. Staff/volunteer/trainees reports accurate factual information to designated officer using the appropriate paperwork
2. Designated Officer reports accurate factual information to the appropriate body:

* Social services, PSNI.

**BRUISING/MARKS (WHICH COULD BE DUE TO INJURY) ON PRE-MOBILE BABIES**

**Aim:** To provide health and social care professionals with a clear pathway for referral, assessment and management of pre-mobile babies presenting with bruising/marks (which could be due to injury) which cannot be explained by previous treatment and care provided by health professionals1. Comprehensive clinical assessment should take place. Collating and analysing information should lead to a considered and safe response for children and their families.

**Definition:** A pre-mobile baby is a baby who is not yet crawling, not actively rolling as a means of mobility (including those only able to flip from back to front), not bottom shuffling, not pulling to stand, not cruising nor walking independently.

**Key Messages:**

1. Bruising is the most common presenting feature of physical abuse in children.

2. Bruising/marks (which could be due to injury) should prompt suspicion of maltreatment.

3. Bruising/marks (which could be due to injury) on any pre-mobile baby should prompt an immediate referral to a senior paediatrician for urgent medical assessment and enquiry to social services.

4. Bruising/marks (which could be due to injury) assessed as having no accidental explanation consistent with the clinical findings must be referred to children’s social services for investigation. I

**n pre-mobile babies for whom the nature of the bruise/mark clearly suggests physical abuse from the outset SBNI Regional Core Policies and Procedures**

http://www.proceduresonline.com/sbni/ **must be initiated with immediate telephone referral to children’s social services and completion of a UNOCINI referral form (unless children’s social services direct otherwise) within 24 hours.**

**Identification and Referral under this protocol**: Any bruise/mark (which could be due to injury) on a pre-mobile baby observed by a health or social care professional which cannot be explained by previous treatment and care provided by health professionals1 should raise suspicion of maltreatment and be referred to a senior paediatrician for urgent medical assessment.

It is the responsibility of the first professional who learns of (or identifies) the bruise/mark (which could be due to injury) to make the referral by telephone to the senior paediatrician. This telephone referral should be followed up in writing and forwarded to the senior paediatrician immediately (by e-mail if possible which should be password protected), in accordance with local arrangements. A suggested referral form for hospital paediatric assessment is available (see below). **Consent for referral for Paediatric Assessment:** Families and professionals should work in partnership. If a person with parental responsibility refuses consent for paediatric assessment, advice must be sought immediately from direct line managers in terms of how to progress. If necessary SBNI Core Regional Policies and Procedures should be initiated.

**1 NB: Previous treatment or care provided by health professionals includes bruising/marks arising from birth trauma.**

**Paediatric Assessment**: Bruising/marks (which could be due to injury) must never be interpreted in isolation. This must always be assessed in the context of medical and social history, developmental stage and explanation given. A full clinical examination and relevant investigations must be overseen by a Consultant Paediatrician within the hospital setting.

**Potential Outcomes of Paediatric Assessment and Multi-Disciplinary Discussion (if required):**

**A.** This is not an injury (i.e. clinical findings are consistent with a medical diagnosis) or the clinical findings seen can be explained by previous treatment or care provided by health professionals1. Outcome: - no further action under this protocol is required.

**B.** There is an injury but there is an accidental explanation given (or accidental cause considered) which in the opinion of the Consultant Paediatrician is consistent with the clinical findings. **Multi-disciplinary discussion must take place. This should be initiated by the Consultant Paediatrician and must include enquiry and exchange of information with children’s social services and nursing staff**. This should also include enquiry and discussion with the child’s Health Visitor/family nurse/midwife (where relevant)/GP, which should take place as soon as possible (by the next working day) even if the child has been discharged. Consideration should be given to liaising with other professionals involved in the child’s care.

**Potential Outcomes following multi-disciplinary discussion (Outcome 1 or 2): -** -

**Outcome 1** – no child protection concern - no further action under this protocol is required. –

**Outcome 2 -** Child Protection concern - SBNI Regional Core Policies and Procedures should be initiated with immediate telephone referral to children’s social services and completion of a UNOCINI referral form within 24 hours by the Consultant Paediatrician (unless children’s social services direct otherwise).

**C.** There is an injury and no accidental explanation in the opinion of the Consultant Paediatrician consistent with the clinical findings. **Outcome: Child Protection concern - SBNI Regional Core Policies and Procedures should be initiated with immediate telephone referral to children’s social services and completion of a UNOCINI referral form within 24 hours by the Consultant Paediatrician (unless children’s social services direct otherwise)**.

If any professional involved in the multi-disciplinary discussion has on-going child protection concerns or if it is agreed at any stage that the injury is a non-accidental injury, either directly or as a result of neglect, then **SBNI Regional Core Policies and Procedures should be initiated with immediate telephone referral to children’s social services and completion of a UNOCINI referral form within 24 hours by the Consultant Paediatrician (unless children’s social services direct otherwise).**

Outcome of assessment under this protocol must be signed off by the Consultant Paediatrician and shared with the GP, Health Visitor/family nurse/midwife (where relevant), social worker if involved and referrer as soon as possible by the Consultant Paediatrician.

**Please see:**

**Appendix 1 for Flow Chart**

**Appendix 2 for Paediatric Assessment Referral Form**

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# PROCEDURES FOR REPORTING ABUSE

**STAFF/VOLUNTEER**

**Designated Persons**

**Childcare Manager**

**Name: Angela Garland**

**Phone Number: 028 90 923444**

**Mobile: 07706833401**

**Practice Leader**

**Name: Chantel O’Brien**

**Phone Number: 028 90 923444**

**Mobile: 07894708126**

**Early Years Link Social Worker**

**Name: Dolores Sweeney**

**Phone Number: 028 44 513807**

**South Eastern Trust Gateway Team**

**Phone Number: 0300 1000300**

**South Eastern Trust Gateway Team (Out of Hours)**

**Phone Number: 028 90 565544**

**Regional Out of Hours**

**Phone Number: 028 95 049999**

**Police**

**Phone Number: 101**

**Reporting Adverse and Untoward Incidents**

Footprints Daycare has a duty of care for all children and families who attend the setting. It is the staff’s responsibility to record and report any untoward incidents involving children to their line manager and Childcare Manager. Staff will record the children’s details and record a description of the incident. Parents will then sign, date and comment on the untoward record sheet which will be stored in the child’s individual folder.

# VISUAL IMAGE GUIDELINES

Footprints in recognising the need to ensure the welfare and safety of children and young people, will not permit photographs, video or other images of children and young people to be taken without the consent of the parents/carers and children.

The following are the guidelines all staff/volunteers in Footprints should follow:

* Ask for parental consent to use an image of a child/young person
* Only images of children/young people in suitable dress should be taken to reduce the risk of inappropriate use. For activities such as swimming the content of the photograph should focus on the activity, not on a particular child and should avoid full face and body shots.
* If anyone becomes aware of inappropriate images of children/young people being used this should be reported immediately to the designated officer.
* If image used for external use of photographs/film avoid the child’s name being attached to photograph/footage unless parent consent is given for that specific purpose.

# External Photographers

* Must be provided with a clear brief about what is considered appropriate in terms of content and behaviour
* Should be issued with identification which must be worn at all times
* Children/young people and parents should be informed that a photographer will be in attendance at an event and ensure they consent to both the taking and publication of films or photographs
* Do not allow unsupervised access to children/young people or one to one photo sessions
* Do not allow photo sessions outside the events or at a child/young person’s home
* Adults should be asked to register at an event if they wish to use photographic equipment
* Children/young people and parents should be informed that if they have concerns they can report these to the manager and/or designated person.
* Concerns regarding inappropriate or intrusive photography should be reported to the event organiser or leader and recorded in the same manner as any other child protection concern
* If parents or other spectators are intending to photograph or video at an event, they should be made aware of Footprints Women’s Centre expectations as above**.**

# CHILDCARE HEALTH AND SAFETY POLICY

Footprints will provide the children with a healthy and safe environment in which to play. We will promote healthy eating habits, socialisation skills and healthy meals and snacks. Children with special dietary needs will be catered for.

We will endeavour to maintain high standards of health and safety at all times ensuring that:

# Outdoors

* Parents/Carers will be advised on the childcare facility’s car parking arrangements.
* All outdoor play areas and equipment will be checked and cleaned before use.

# Indoors

* The layout of the rooms will be safe for the children to move freely from area to area.
* The rooms will be bright and well ventilated.
* Equipment and materials will be accessible and within reach of all children, including children with special needs.
* Dressing up clothes, blankets and sheets will be washed regularly.
* Staff and children will wear appropriate clothing for indoors and outdoors.
* The art, sand and water areas will be kept clean with spillages being wiped up immediately to prevent accidents.
* The water in the children’s toilets will be thermo statistically controlled at a safe temperate.
* All staff will be aware of the procedure for lifting heavy equipment.
* Written consent forms will be obtained when children are going on outings.
* Fire exits will be kept clear at all times.
* Fire equipment will be checked regularly.
* All electrical sockets will be covered.
* Equipment will be checked monthly and broken items will be removed.
* All dangerous materials including medicines will be kept out of reach of children.
* All tables and chairs will be wiped down after use.
* Any food and bottles for children will be kept in separate fridge at the required temperature.

# First Aid

* All accidents/incidents will be recorded in the accident/incident book.
* Parents/carers will be informed of all accidents/incidents and asked to sign them.
* First Aid box will be checked regularly and replenished when required.
* Staff will be trained in First Aid.
* All staff will be aware of the location of the First Aid box.

# Major Accident Procedure

If there is a serious accident and the child requires further medical attention the following action will be taken:

* Parents/carers will be phoned.
* If it is necessary for the child to go to hospital, he/she will be accompanied in the ambulance by a familiar adult who will stay until the parents/carers arrive.
* An ambulance will be phoned.
* The child’s registration form will be taken to the hospital to assist the doctor.

# Risk assessments:

Risk assessment should be thought of as an ongoing process, not as a one-time project. The process is described as a set of steps that are continually repeated.

* Identification of risk: Where is it and what is it?
* Who is at risk: Childcare staff, children, parents, etc.
* Assessment as to the level of risk as high, medium, low. This is both the risk of the likelihood of it happening, as well as the possible impact if it did.
* Control measures to reduce/eliminate risk: What we need to do, or ensure others will do, in order to reduce that risk?
* Monitoring and review:

# Storage of Hazards Substances:

The childcare team has responsibility for undertaking the following measures.

* Identifying all the products within the setting, so as to decide whether they pose a significant risk of harm.
* Ensuring the hazardous substances are correctly labelled in compliance with the current legislative standard and are stored in the appropriate containers this will include any microbiological hazards.
* Assessing the risks involved and the control measures that need to be put into place completed risk assessments can be found in the Health and Safety file.
* Ensuring that safe working practices are produced and implemented.
* Ensuring that the hazardous substances are disposed of in the recognised safe manner, this includes any residual hazardous substances that may be left in used containers.

# HEALTH AND HYGIENE POLICY

* All staff and children will wash their hands after using the toilet and before meals.
* Disposable towels, mask and aprons will be supplied.
* Nappy bins will be emptied daily.
* Disposable gloves and masks must be worn when changing nappies or dealing with an accident.
* All staff must wear masks, aprons and gloves while serving out food and changing nappies routine.
* All waste to be placed into sealable bags and disposed of in outside bin

# Infection Prevention and Control

Footprints believe that the health and safety of children is of paramount importance. As such, it will sometimes be necessary to require a sick child to be collected early from a session or be kept at home while they get better to minimise the risk of infection spreading.

If any infectious or communicable disease is detected on the premises, the Childcare Manager will inform parents/carers personally in writing as soon as possible. We are committed to sharing as much information as possible about the source of the disease and the steps being taken to remove it. The Early Years social worker will also be informed of any infectious or communicable diseases discovered on the premises.

# Procedures for children who are sick or infectious

* If children appear unwell during the day – have a temperature, sickness, diarrhoea or pains, particularly in the head or stomach – the Manager or Practice Leader will contact the parents and ask them to collect the child, or send a known carer to collect on their behalf.
* If a child feels unwell and is showing symptoms of Covid19, i.e. consistent cough, High temperature they will be required to go home and follow recommended guidance.
* If a child has a temperature, they are kept cool, by removing top clothing, sponging their heads with cool water, but kept away from draughts.
* Temperature is taken using a ‘fever scan’ kept near to the first aid box.
* In extreme cases of emergency, a member of staff will phone for an ambulance and the parent informed.
* Footprints can refuse admittance to child who has a temperature, sickness and diarrhoea or a contagious infection or disease.
* Where children have been prescribed antibiotics, parents are asked to keep them at home for 48 hours before returning to the setting if their child is extremely unwell.
* If a child is prescribed antibiotics for a contagious infection such as conjunctivitis, impetigo, throat infection etc., we request that parents keep the child at home until the antibiotic course has finished or to seek guidance from their G.P
* After sickness or diarrhoea, parents are asked to keep children home for 48 hours after the last bout of sickness or until a formed stool is passed.
* The setting has a list of excludable diseases and current exclusion times; it includes common childhood illnesses such as measles and chicken pox.
* Parents are asked to inform the setting if their child has any illness such as measles or chicken pox, as the other pre-school parents will need to be informed.
* Women who are pregnant are made aware of the following infections: chicken pox/shingles, rubella, slapped cheek syndrome and measles.

# Head Infection:

* Nits and head lice are not an excludable condition.
* On identifying cases of head lice, all parents are informed and asked to treat their child and all the family if they are found to have head lice.

# Exclusion of staff:

Staff with infections can place children and others at risk, therefore staff suffering from particular conditions must be excluded from their work in accordance with Health Protection Agency guidelines.

* Any member of staff who handles food and becomes sick with diarrhoea, vomiting or infected skin problems such as wounds or boils must report this to their supervisor.
* Those with diarrhoea or vomiting should be excluded from work until at least 48 hours after symptoms have stopped. They should seek medical advice.
* Staff with infected wounds or skin infections on exposed parts of their bodies should be similarly excluded until the lesions are healed or they have been advised that it is safe to return to work by the GP.
* Staff with other conditions which could spread infections, such as the common cold, should take sensible precautions. Staff should inform their supervisor.

# Reporting of ‘notifiable diseases’

* If a child or adult is diagnosed suffering from a notifiable disease under the Public Health (Infectious Diseases) Regulations 1988, the GP will report this to the Public Health Agency, Health Protection Service.
* When the setting becomes aware, or is formally informed of the notifiable disease, the Childcare Manager will inform The Early Years Team and ensure that the setting acts on any advice given by the Health Protection Agency.

# ADMINISTRATION& STORAGE OF MEDICINES POLICY

Footprints Daycare aims to promote the good health of the children in our care, taking necessary steps to prevent the spread of infection, and appropriate action when children are ill. While it is not our policy to care for sick children, who should be at home until they are well enough to return to the setting, we will agree to administer medication as part of maintaining their health and well-being or when they are recovering from an illness.

In many cases, it is possible for children's GP's to prescribe medicine that can be taken at home in the morning and evening. As far as possible, administering medicines will only be done where it would be detrimental to the child's health if not given in the setting. If a child has not had a medication before, especially a baby/child under two, it is advised that the parent keeps the child at home for the first 48 hours to ensure no adverse effect as well as to give time for the medication to take effect.

The Practice Leader/person in charge is responsible for the correct administration of medication to children with a witness present at all times. This includes ensuring that parent consent forms have been completed, that medicines are stored correctly and that records are kept according to procedures.

**Procedures**

* Children taking prescribed medication must be well enough to attend the setting.
* Only prescribed medication is administered. It must be in-date and prescribed for the current condition.
* Children's prescribed medicines are stored in their original containers, are clearly labelled and are inaccessible to the children.
* Parents give prior written permission for the administration of medication.
* Non-prescription medication such as pain and fever relief will only be administered with parents’ previous written consent and only when there is a health reason to do so.
* Medicines containing aspirin will not be administered to a child under the age of 16 unless they have been prescribed by a doctor.
* Items of medication in unlabelled containers will not be accepted.

The administration is recorded accurately each time it is given and is signed by staff and a witness. Parents sign the medication form to acknowledge the administration of a medicine. The medication form records:

* name of child;
* name of medication;
* the date and time of dose;
* Signed by Practice Leader/key person; and is verified by parent signature at the end of the day.
* It is important that an up-to-date record of the parent’s home and work telephone numbers be kept so that they can be contacted at any time.
* Parents/carers must ensure that any medication their child may require whilst at Footprints Daycare Facility such as inhaler, epipen or steroid cream is given to a member of staff. Otherwise children will not be accepted into the Daycare setting.

# Storage of Medicines

* All children’s medication is stored safely in a First Aid cupboard not accessible to the children.
* The child's key person is responsible for ensuring medicine is handed back at the end of the day to the parent.
* For some conditions, medication may be kept in the setting. Key persons check that any medication held to administer on an ‘as and when required basis’, or on a regular basis, is in date and returns any out-of-date medication back to the parent.
* If the administration of prescribed medication requires medical knowledge, individual training is provided for the relevant member of staff by a health professional.
* No child may self-administer. Where children are capable of understanding when they need medication, for example with asthma, they should be encouraged to tell their key person what they need. However, this does not replace staff vigilance in knowing and responding when a child requires medication.
* Medicines no longer required will be handed back to the parent. If parents do not collect medicines after a reasonable period of time they will be given to a pharmacist for disposal.

# CHILDREN WHO HAVE LONG TERM MEDICAL CONDITIONS WHO MAY REQUIRE ONGOING MEDICATION - PROCEDURES

* A care plan is carried out for each child with long term medical conditions that require ongoing medication. This is the responsibility of the parent and reported to the Childcare Manager alongside the key worker. Other medical or social care personnel may need to be involved in the care plan.
* Parents will contribute to a care plan. They should be shown around the setting, understand the routines and activities and point out anything which they think may be a risk factor for their child.
* For some medical conditions key staff will need to have training in a basic understanding of the condition as well as how the medication is to be administered correctly. The training needs for staff is part of the care plan.
* The care plan should discuss any concerns about a child’s involvement in vigorous activities and any other daycare activity that may give cause for concern regarding an individual child's health needs.
* The care plan includes arrangements for taking medicines on outings and the child's GP's advice is sought if necessary where there are concerns.
* The care plan for the child is drawn up with the parent by the GP/medical practice; outlining the key person's role and what information must be shared with other staff who care for the child.
* The health care plan should include the measures to be taken in an emergency.
* The health care plan is reviewed every six months or more if necessary. This includes reviewing the medication, e.g. changes to the medication or the dosage, any side effects noted etc.
* Parents receive a copy of the health care plan and each contributor, including the parent, signs it.

# MANAGING MEDICINES ON TRIPS AND OUTINGS - POLICY

* If children are going on outings, staff accompanying the children must include the key person for the child with a care plan and this will be recorded in the risk assessment, or another member of staff who is fully informed about the child's needs and/or medication.
* Medication for a child is taken in a sealed plastic box clearly labelled with the child's name, name of the medication, Inside the box is a copy of the consent form and a form to record when it has been given, with the details as given above.
* On returning to the setting the form is stapled to the parent’s feedback sheet and the parent signs it.
* If a child on medication has to be taken to hospital, the child's medication is taken in a sealed plastic box clearly labelled with the child's name, name of the medication. Inside the box is a copy of the consent form signed by the parent.
* As a precaution, children should not eat when travelling in vehicles.

# PROCEDURE FOR DEALING WITH KNOWN OR SUSPECTED ALLERGIC REACTIONS

* Parents must inform the Childcare Manager of a known or suspected allergy before their child commences a placement at Footprints Daycare of when an allergy is first detected with clear guidance of how to manage the allergy. This is recorded on the application form.
* If a child has an allergy, a care plan is completed to detail the following:
* The allergen (i.e. the substance, material or living creature the child is allergic to such as nuts, eggs, bee stings, cats etc.).
* The nature of the allergic reactions e.g. anaphylactic shock reaction, including rash, reddening of skin, swelling, breathing problems etc.
* What to do in case of allergic reactions, any medication used and how it is to be used (e.g. Epipen).
* Control measures – such as how the child can be prevented from contact with the allergen.
* Review.
* This form is kept in the child’s personal file and a copy is displayed where staff can see it.
* Parents train staff in how to administer special medication in the event of an allergic reaction.
* If necessary, the manager will seek further medical training from the Local Health and Social Care Trust.
* Generally, no nuts or nut products are used within the setting.
* Parents are made aware so that no nut or nut products are accidentally brought in, for example to a party.
* Named first aiders must be trained to recognize allergic reaction symptoms and use of epipen.
* Medication required for treatment of an allergic reaction is to be stored in a first aid cabinet located in the childcare office and clearly labelled.
* If relevant a Medic Alert and GB number will be kept in the first aid cabinet in an envelope with person’s name on front, for information for operator in event of emergency.
* In the event of a suspected allergic reaction an ambulance must be called at all times. The telephone operator must be informed of the possibility of anaphylactic shock

If there are children with allergies and food intolerances these will be clearly labelled in all rooms and kitchen area. The Childcare Manager, Health and Safety officer and kitchen staff will be informed

# NUTRITION POLICY

**For Children 6 months to 5 years**

Children in full Daycare receive a main meal and two snacks daily.

Footprints Daycare in partnership with Footprints Catering Services recognises the need to encourage healthy eating habits from an early age, as this will help children to reach their full potential in terms of growth and development.

Well-balanced meals and snacks are prepared to ensure children cared for are provided with the energy and nutrients they require.

The following guidelines as recommended by the Health Promotion Agency are adhered to in planning of menus.

* A variety of foods are selected from each of the four food groups every day.
* Bread, cereals, rice, pasta and potatoes
* Fruit and vegetables
* Milk and dairy food
* Meat, fish and alternations.
* At least one portion of bread, potato, rice, pasta is included in each meal
* Whole milk is used routinely.
* A total of 2 servings of fruit and vegetables are provided each day per child
* Drinks are sugar free. Only water or milk given
* Low fat spreads are not used
* The minimum possible salt is used in cooking
* No salt is added at the table
* Fresh potatoes are served in preference to instant
* Chips are served a maximum of once a week

Cultures and religious preferences are catered for, where appropriate

# Healthy Eating Policy & Procedure

Eating habits are developed when the children are young and therefore Footprints Daycare has an important role to play in providing the children with a healthy snack each day and promoting healthy eating habits within the setting.

We do this by: -

* Providing the children with healthy food, snacks and drinks and help them to understand and enjoy the value of a healthy diet.
* Involving the children in healthy food related activities, e.g. tasting foods from different parts of the world.
* Supporting parents who are trying to ensure that their children follow a healthy diet.
* Encourage parents to support our healthy eating policy, e.g. by requesting that parents do not send sweets, crisps or sugary drinks with their children and suggesting healthier alternatives.
* Displaying meal menus in advance for the parent’s information.

We also ask that parents help us in our role by providing their children with healthy snacks and to remember that we may not have the facilities to refrigerate food.

# BOTTLE MAKING POLICY

Footprints Women’s Centre recognize that some young babies will still require formula mixed in bottles throughout the day. This is a normal part of their routine and key workers with babies who still require formula throughout the day will have the bottles freshly made.

Parents are required to provide bottles and formula for their child. These will be stored in the children’s bags in the tiny tot’s room.

The catering staff will provide boiled water. The water is now ready to make up bottles as required throughout the day.

# Procedure for making up bottle feeds

Childcare staff will make bottles in the area provided.

* Hands must be washed prior to making bottles all equipment needed must be sterile.
* Clean down the area that you are going to work from.
* Place the empty bottle on the clean flat surface and pour in the cooled boiled water up to the required amount.
* Always pour in the water first and check that the level is correct.
* Fill the scoop with the powder and using a **sterilized** knife to level it off before putting it into the bottles. Always add one scoop of powder to 1 fl oz. of water.
* Cover the bottle with the lid and shake until the powder is dissolved
* Before feeding the baby always check the temperature on your wrist. It should be warm to the touch not **hot!**
* If you need to cool the bottle place it under cool running water with the cap on covering the teat.

**Never heat bottles in the microwave oven.** If the baby doesn’t finish the bottle within the hour, throw away any formula that is left over.

When finished feeding rinse bottle and place in sterilizer before putting in child’s bag.

# Breastfeeding Policy

Footprints Women’s Centre aim to make our mothers feel comfortable in our nursery should they wish to breastfeed their babies whilst here.

# Partnership with parents:

* + We display the breastfeeding welcome sign within the nursery and throughout the centre.
  + Staff will provide the mother with a comfortable seat this could be anywhere within the nursery or somewhere private if necessary.
  + We will provide hand washing facilities.
  + Expressed milk can be stored either in our fridge or may be brought in frozen, where we follow guidance.
  + The babies feeding routine will be discussed with mother and key worker to make arrangements for the mother to come in to breastfeed/express. This maybe verbal or written in daily diary.
  + The baby will be given cooled boiled water between feeds (with parents’ consent).

# Key worker:

* + Share important information.
  + Record information to include time of feeds, amount of milk, and who it has been given by, this can be verbally or written.
  + The key worker will have clear communication with parents regarding labelling i.e. date and time when milk was expressed.

# Preparation:

* + Good hygiene is paramount before and after preparation of feed.
  + If frozen to be defrosted by swirling in a bowl of warm water (not microwave or hot water).
  + Milk to be given following parents’ wishes i.e. from fridge, room temperature or heated.
  + Any unused milk will be discarded, bottles to be rinsed and returned to parent.

# Storage:

* + Breast milk can be stored in the main body of the fridge or if frozen in the freezer.
  + This will have to be transported in an insulated cool bag.
  + If milk shows any sign of thawing do not re-freeze.
  + Fridge/freezers are monitored every day for temperature control measures and recorded

# SMOKE FREE POLICY

**Purpose**

The aim of this policy is to protect all children, employees, customers and visitors from exposure to second-hand smoke and to comply with the Smoking (Northern

Ireland) Order 2006 which will be enforced by District Councils from 30 April 2007.

# Policy

It is the policy of Footprints Women’s Centre that all of our workplaces and vehicles are smoke-free and all employees have a right to work in a smoke-free environment. This policy applies to all employees, parents, carers, contractors and visitors to the nurseries and is effective at all times, even when the Childcare is not open for business.

# Premises

Smoking is prohibited throughout the entire workplace with no exceptions. However, an area has been provided externally for those who wish to smoke. Receptacles will be provided for disposal of cigarette ends and other waste smoking materials.

# Employees Duties

* To ensure that they or others do not interfere with no smoking signs.
* To comply with the Smoke-Free Policy.
* To ensure customers and visitors do not smoke in smoke-free places.
* To report incidents of smoking in smoke-free areas and vehicles.

# Customer/ Visitor Duties

Customers are not permitted to smoke in smoke-free areas.

# Help for Those Who Smoke

This policy is not intended to stop people smoking but to regulate where they smoke and how it affects others. To help smokers adjust to the changes occurring they should contact the smoker’s helpline on 0800 858585 who can advise of local support services.

# Enforcement of this Policy

Failure to comply with this policy will be dealt with through the company’s disciplinary procedures. Visitors or members of the public who breach the policy will be asked to stop smoking and will be asked to leave the premises if they fail to comply with this request. All breaches of this policy will be recorded in writing.

# CHILD OBSERVATION AND ASSESSMENT POLICY

Footprints Women’s Centre recognises that observation is a useful tool, which enables the assessment of a number of aspects of the setting, that are directly relevant to the planning of the curriculum. By observing how the children respond to activities, staff will be able to evaluate the activities and resources provided, meet the needs of all the children and help us to plan curriculum for individual children. All observations/ assessments are treated confidentially.

# In order to achieve this, we will.

* Provide parents/ carers with information regarding observations.
* Carry out observations on a daily basis and share them with parents/ carers.
* Bring observations to the staff meetings to assist in planning the curriculum to meet the individual needs of the children.
* Ensure that all records are kept in a locked filing cabinet.

# Observations Requested by Other Professionals

Occasionally staff may be asked to carry out a specific observation on a child by another professional in order to help them provide for a child’s needs e.g. Speech and Language Therapist. This would only be done with the consent of parent/ carer of the child.

# Planning, Assessment and Educational Observations

The daily routine and play programmes ensure that the children can enjoy a purposeful, planned but informal range of activities from the very young baby to the preschool child, taking into account their different needs. Our planning is based on the Foundation Stage and Birth to Three Matters Framework.

Assessments are carried out on all children in conjunction with parents. These will show your child’s development and progress – i.e. Personal, Social and Emotional, Communication, Language and Literacy, Physical Development, etc. These are completed every three months.

Key workers regularly observe the children to keep track of their developmental skills and educational needs. We forward plan yearly with monthly and daily planned activities also in place, these are on view for parents to view.

Parents will also receive a daily record of their child’s day.

# ADDITIONAL/SPECIAL NEEDS POLICY

Our setting believes in the principles of Equal Opportunities and therefore welcomes children regardless of ability. Each child is an individual with different needs. Our awareness of this allows us to organise a varied curriculum, which will enable all the children in our care to reach their full potential.

In Footprints close liaison between setting and home is valued and viewed as an important step in meeting the needs of children with additional needs.

The policies, procedures and practices of Footprints in relation to children with special educational needs and/or physical disabilities are consistent with current legislation and guidance. These include the Special Educational Needs and Disability Order (NI) 2005 and the Disability Discrimination (NI) Order 2006

Children with additional needs, like all other children, will be admitted into the group after consultation between parents/carers and the Childcare Manager. If other childcare professionals are already involved with the family, any relevant information will be used, to ensure consistency of care, ensuring that we have appropriate expectations of each individual child. We are committed to the inclusion of children and parents within our setting and will seek resources and advice to make the relationships successful. We will therefore:

* Endeavour to accommodate all children wherever possible, by adjusting the Early Years Curriculum to suit all ability levels, in all areas of development.
* Endeavour to obtain suitable equipment to enable those with physical disabilities to be correctly supported, therefore enabling them to make full use of activities.
* Ensure that all children have full access to the play opportunities offered within the setting.
* Encourage and facilitate discussions about ability/disability, to try to ensure that children and parents within our group develop a positive attitude, which will help combat discrimination against people with disabilities in the wider community.
* Select resources, for example books, posters, and puzzles etc., which portray positive images of people with disabilities.
* Welcome the opportunity to work and liaise with other professionals, such as Portage workers, paediatricians, therapists and health visitors, in order to meet children's specific needs.
* Monitor and record children's progress on an individual basis in line with EYFS guidelines.
* Ensure that all staff are aware of all legislation, regulations and other guidance on working with children with special educational needs and/or physical disabilities
* Ensure that all staff who work with children with special educational needs and/or physical disabilities and have appropriate skills and training.
* If it is felt that the child’s needs cannot be met at Footprints without additional staff and/or equipment funding will be sought to provide provision appropriate to the child’s needs.

# INTIMATE CARE & TOILET TRAINING POLICY

Intimate care can be defined as care tasks of an intimate nature, associated with bodily functions, body products and personal hygiene.

The purpose of this policy is to provide staff/volunteers with guidelines for the personal care of children in Footprints Women’s Centre. We aim to ensure that all children have their dignity preserved and receive a high level of privacy and in line with the Child Protection Policy.

Information of a sensitive nature should only be shared with those who need to know, such as parents/carers and key workers.

# Procedures for Intimate Care and Toilet Training

* Allow the child to care for themselves as far as possible
* Explain to the child that you need to get them washed/cleaned
* Make other staff members aware you are changing the child
* Ensure privacy appropriate to the child’s age and situation
* Staff and child’s hands will be washed using anti-bacterial soap and changing mat/area also cleaned with anti-bacterial spray to avoid cross contamination
* Staff to bring all necessary items i.e. nappy, wipes and change of clothes if appropriate.
* Strap child on changing mat
* No child to be left unattended at any time.
* Two staff must be present in room at all times.
* Plastic gloves should be worn and soiled clothing will be wrapped securely and either disposed of or returned to parents
* Staff should promote appropriate use of toilets and associated skills. Staff will work with parents to facilitate toilet training providing a consistent approach.
* Staff will encourage the following toilet practices Find an empty cubicle

Follow an established sequence Be aware of hygiene issues

Be aware of personal dignity

* During nappy changing staff must wear PPE which will be provided i.e. gloves, masks and aprons.
* Older children will be encouraged with their own self-care, if help is needed staff must wear PPE.
* Any PPE equipment and soiled nappies will be placed into a sealed bag and disposed of in a closed outside bin.
* Each time a toilet is used a staff member will clean the toilet cubicle and handwashing area with antibacterial spray to avoid cross contamination.
* They will wear the required PPE and dispose of any materials immediately.

# Protection of Children

If a member of staff has any concerns about physical changes in a child’s presentation e.g. marks bruises soreness etc. he/she will immediately report concerns to the designated officer. An incident report will be completed and parents will be asked to give an explanation and to sign and date report. If required designated officer will inform social services and/or police if they believe the child is at risk from significant harm. Parents will be kept informed at all times of this process.

# PLAY POLICY

At Footprints Daycare, our aim is to provide play opportunities to all children irrespective of their culture, ability and background. We believe play is a fundamental right of any child which is a process freely chosen.

Through play we aim to empower children with choice, these being:

* + Solitary play
  + Competitive
  + Physical
  + Emotional
  + Quiet
  + Messy
  + Structured and creative
  + Spontaneous and Adventurous

Play opportunities are any activity that enables children to develop skills through play. Through providing choices we believe children can be nurtured and through play develop problem-solving skills allowing them to progress into well-rounded adults.

We aim to provide training and support to enable play staff providers to use risk assessment as a positive tool for the development of quality play environments.

# Outdoor play:

* Outdoor play will be part of the daily schedule unless the weather is unsuitable (extreme conditions) to allow the children the opportunity to run and shout in the fresh air.
* Unsuitable weather is heavy rain, snow, severe cold or heat.
* If the children's comfort can be upheld by them wearing a coat (cold weather) or a hat and their own sunscreen (hot weather) then the weather will not be considered too hot or too cold.
* Children must therefore bring the appropriate clothing and protection to the childcare setting.
* Should appropriate clothing not be brought, the child should wear Footprints Daycare spares.
* At the start of the Summer Term parents will be asked to bring in sunscreen, labeled with their child’s name, to be kept in the setting and put on by their child when necessary.
* Should sunscreen not be brought the child will be given Footprints sunscreen, where permission has been given.
* Should the child have difficulty applying sunscreen the staff will assist in the application to face, ears, neck, arms, legs and feet as necessary.

# COLLECTION POLICY

Our childcare unit looks after children from a wide age range.

To ensure the safety of all the children in our care the following guidelines must be adhered to:

At induction parents/carers will be given a telephone number with direct contact to their child’s room. On arrival and collection, you should ring the number to communicate your arrival. A member of staff in the main office will give you access to the lobby. When you are in the lobby, a member of the childcare staff will buzz you into the childcare facility.

Only children aged 0-12 years who are registered to be on the premises may make use of the childcare facilities.

No one under 18 years of age can collect a child. If that happens the Parent/Carer will be informed and the child will remain in our care until an appropriate person arrives.

Parents are advised that opening times are strictly 8am – 6pm. We are not insured to have children on the premises outside these hours.

Parents/carers are advised to take due care in the car park when arriving and leaving the centre as it can be busy during arrival and collection times.

A daily register will be kept for each child, stating who will be collecting him or her.

If a parent/carer wishes to change previous arrangement, they must name the person collecting the child and if photographic identification cannot be given by that person then a description must be provided together with a password to be stated by that person when picking the child up.

Anyone under the influence of alcohol or drugs will be refused access to the childcare facility; an appropriate adult will be contacted to collect the child and, if appropriate, social services will be informed.

Please notify staff as soon as possible if you are going to be late.

In the event of a parent/carer being late, two staff will remain in childcare reassuring the child and providing activities.

A member of staff will contact the parent/Carer/Nearest relative

If the child is not collected within a reasonable time, (1 Hour) staff will contact the duty social worker.

Parents will be charged a late collection fee of £20 for every 15 minutes lateness or part thereof.

In the event of a change of circumstances with parents, for example, separation or divorce, please be advised that without a Court Order, we do not have the legal right to refuse access to a parent who has parental responsibility.

If identification cannot be given parent/carer must inform staff of description of person and a password that will be used when collecting the child.

Anyone who is under the influence of drink or drugs will be refused access to the childcare facility; an appropriate adult will be contacted to collect the child and Social Services will be informed, if appropriate.

The safety of your child is paramount. If the Childcare Manager is in any doubt about releasing your child to someone then they will contact the parent/carer immediately.

# MISSING CHILD POLICY

**Procedures set to maintain safety:**

The welfare of the children in our care is paramount. Children may go missing and every staff member has responsibility in ensuring the safety of the children while they are attending and knowing where they are. Systems are in place to minimise the risk of a child going missing. Parents will be advised of our security procedures and be given the opportunity to discuss any concerns. Prominent notices will be displayed to ensure doors are kept closed and where appropriate secure.

Appropriate steps are taken to ensure that the building is at all times secure. Security and CCTV footage is in operation.

Parents must ensure that their daily telephone number where they can be reached is written on the registration form.

Staff must keep the register up to date by signing children in and out of the Day- care and Crèche Facility Unit.

Staff *must* ensure that the gate to outside play area is bolted whilst children are playing outside.

Staff mark registers – mornings and afternoons.

# 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. Immediately close all exits and send a member of staff to stay at exits.
  2. Carry out a thorough search of the Daycare Facility unit and check the doors and the outside and surrounding areas. CCTV footage should be immediately reviewed.
  3. A designated member of staff will carry out the search calling out the child’s name and should carry the childcare mobile phone with them at all times. All areas of the building both indoor and outdoor should be completed.
  4. Whilst carrying out the search staff must ensure that the adequate supervision of other children is maintained. Staff should remain calm and reassure the other children in the setting.
  5. Where appropriate staff may address careful questioning to other children present to see if the whereabouts of the child is known.
  6. 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 the Manager will inform the parents and contact the police and report the child missing.
  7. The incident will be recorded in incident book along with the outcome.
  8. The Manager will also inform the CEO and the Early Years Team.

# Follow Up Review:

Once the incident has been resolved, the staff team must review all relevant policies and procedures and implement any changes where necessary. This should also include a review of the security of the premises and effectiveness of risk assessments, to ensure that adequate measures are being taken to minimise risk and safeguard the children. Where changes are required these should be made as soon as possible.

# POLICY FOR OUTINGS AND OF SITE ACTIVITIES

**(including operational guidelines for trips & outings)**

Appropriate ratios are always in operation on trips in line with the age and development of the children. However, following a risk assessment – if the Childcare Manager feels that the ratio should be increased then provision is made or additional staffing

* Risk assessments and a pre-visit are carried out by the trip coordinator prior to the trip taking place
* Staff always have the ‘trips resource pack’ with them. This should include; sun cream, wet wipes, water, spare clothing and a 1st aid kit, as well as the child register, emergency contact details and staff contact details.
* A mobile phone in full working order always be taken on trips, and also change for a pay phone.
* Emergency money always be taken on trips, for unforeseen circumstances
* When taking children on trips or outings, 2 lists of children going is be produced. One should be at the centre with staff and the other should be taken on the trip.
* Clear ground rules are in place to ensure children’s safety through the trip or outing.
* Prior to taking any children out of the building, staff also ensure that Footprints have written parental consent to take children out.
* Staff give special consideration to meeting children’s individual needs whilst on outings, such as cultural requirements.
* The trip coordinator should ensure staff are briefed and have an itinerary for the day with all key information.
* The trip coordinator should contact the centre at least once during the trip to update on progress.
* An evaluation should be discussed between staff upon return as to how the outing went
* To ensure the safety of children in our care we place a strong emphasis on prevention in order to minimise the risk of a child becoming lost. We do this by carrying out a risk assessment for offsite activities and preparing children accordingly.
* Before leaving the centre each group leader will ensure the children in their group are given contact tags containing the following information.
* The name and address and phone number of the centre
* A mobile phone number for each leader accompanying the group.

On arrival each group will be allocated a meeting point where staff and children meet at allocated times. Where possible staff from the venue should be made known to the children as another point of contact.

We will endeavour to ensure the children’s safety throughout the outing by undertaking regular head counts and providing a high child/adult ratio.

* Outings to the local area on foot can be undertaken by staff with the correct ratio of children, when the total number of children in the group can allow this to be done safely.

## Under 2's

* + 1. staff: 2 children in a double buggy

## to 3 yrs.

1 staff: 2 children walking or 2 children in a double buggy and 1 child walking

## 3 to 5 yrs.

1 staff: 4 children

* Where possible, 2 staff with the appropriate numbers of children should go together. Tissues, wipes, a mobile phone, first aid kit and small change should be carried by staff.
* Make sure the children are suitably dressed for the weather and their comfort and that their ability to walk there and back is not over estimated.
* If appropriate, sunscreen should be applied before the outing and some taken by the staff. For smaller children in buggies sunshades may be needed. Care should be taken to plan the outing in advance making sure that the venue has suitable rain cover or shade.
* Where used, children should be securely harnessed into buggies and the brakes checked before you leave the building. The under 3's, who are not in a buggy should hold an adult's hand.
* Older children (from 3 to 5 years), walking with the buggy, should be taught to hold onto the side of the buggy.
* Small groups of 3 to 5 year olds can walk in pairs, holding hands, with an adult front and rear.
* The children should be reminded about road safety before the outing and good practice should be emphasised throughout the trip.
* Whenever possible, advise parents prior to going out. Agree with the Childcare Manager where you are going and how long you expect to be out.
* Write in the `signing-in' book which children and staff have gone out. Do not forget to sign in again on your return.
* If a parent is accompanying on an outing, he/she must be in a group with a member of staff.
* New staff taking children out for the first time should arrange to go with another member of staff who knows the area and the safest routes.

# Offsite Outings Requiring Transport

Staff must see Childcare Manager for a separate consent form at least 2 weeks before the event.

* Insurance details must be acquired from organisation
* Permission slips signed and collected by staff
* Insurance/Vetting acquired for driver of Transport Company

There are occasions when transport will be provided by external agencies for children we have in care under Service Level Agreement, in instances like this it is up to the external agency to verify transport requirements such as insurance and vetting paperwork

# CARE IN THE SUN POLICY

Footprints Women’s Centre has a duty of care to ensure that all children in their care have a high level of sun protection while outdoors. Parents will be asked to provide sunscreen (factor 30 and upwards) and a hat for their child to protect them from the sun. Parents will give written consent for staff to apply sunscreen to their child. All sunscreen/hats will be clearly labelled with child’s name and be stored in child’s individual box/bag. Spare hats and sunscreen will be available to allow all children to benefit from outdoor activities.

# Staff will ensure that:

* Sunscreen is applied before children go outside the building.
* It is acceptable to apply sunscreen on the hands and face to protect exposed skin areas.
* Shaded areas outdoors will be used in planning of outdoor activities.
* Outdoor times will be limited when the sun is at its strongest between 12pm and 3pm.

# PRIVACY POLICY

How Footprints Women’s Centre (“we”) use your information

Your privacy is important to us. We are committed to safeguarding the privacy of your information. It is important that you read this privacy notice together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data.

# Data Controller

Footprints Women’s Centre is the data controller and responsible for your personal data.

# Why are we collecting your data?

We collect personal data to provide appropriate support services, to monitor and assess the quality of our services, to fulfil our purposes as a non-profit organisation and business and to comply with the law. When it is required, we may also ask you for your consent to process your data. We do not share your information with others except as described in this notice.

# The categories of information that we may collect, hold and share include:

* Personal information (such as name, telephone number, address and email address, income)
* Characteristics (such as gender, ethnicity, language, nationality, country of birth)
* Special categories of personal data

# Storing your data

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting or reporting requirements. We hold your data for varying lengths of time depending on the type of information in question but in doing so we always comply with Data Protection legislation.

# Security of your data

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, volunteers, administrators or Board members who need to know. They will only process your personal data on our instructions. We have put in place procedures to deal with any suspected personal data breach and will notify you and the ICO (information Commissioner’s Office) where we are legally required to do so.

# Who do we share your information with?

We will not share your information with third parties without your consent unless the law requires us to do so.

# Requesting access to your personal data

Under Data Protection legislation, you have the right to request access to information about you that we hold. To make a request for your personal information, contact the CEO of Footprints.

You also have the right to:

* object to processing of personal data that is likely to cause, or is causing, damage or distress
* prevent processing for the purpose of direct marketing
* object to decisions being taken by automated means
* in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
* claim compensation for damages caused by a breach of the Data Protection regulations.

For further information on how your information is used, how we maintain the security of your information and your rights to access information we hold on you please contact the CEO of Footprints.

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the CEO.

Contact:

If you would like to discuss anything in this privacy notice, please contact the CEO. Please use the Contact Us page on the website.

# Review of the Policies

All policies will be reviewed annually and in line with changes in legislation.

**USE OF CCTV POLICY**

**Policy for Childcare Buzzer Door**

Within Footprints Women’s Centre the childcare facility is a secure area. Access is available through a buzzer system operated from the main office and the childcare office. Staff who work in the childcare facility have a key to access the area.

If any member of staff or volunteer is unsure whether a person should have access they must not allow admittance until they speak to someone in the childcare facility to confirm identity.

The locks main front door is locked at all times.

All persons coming into the childcare facility must gain access through the secured inner door.

**Purpose of the System**

the system has been installed by the nursery with the primary purpose of monitoring

* Staff interaction with children
* To ensure that children are appropriately cared for
* To facilitate the identification of any activities/event which might warrant disciplinary proceedings being taken against staff and assist in providing evidence to the Dayacre Manager
* To reduce the threat of a child being abducted
* To prevent damage to the building
* To assist in the prevention and detection of crime
* To help ensure the safety of all the users, staff, children, parents and visitors, consistent with the respect for the individual’s privacy

The system will not be used to provide images for the world-wide-web or record any sound.

**Procedure for CCTV footage**

* In line with our confidently and child protection procedures we cannot allow parents to view an accident that has been caused by another child, should a parent wish to see footage of an accident that has not been caused by another child, they should speak to the Manager
* The CCTV footage is stored in Footprints hard Drive for one month, if parents would like a copy of the particular accident to be backed up and retained on their child’s file, they should put their request in writing to the Childcare Manager within three days of the accident occurring. This request will be acknowledged in writing and the copy will remain in the child’s file
* Childcare CCTV images will be to the Daycare Manager within the office, also Practice Leaders who need to have access in accordance with the purpose of the system.