



LITTLE BLOSSOM  
NURSERY SCHOOL

Explore

Learn

Flourish

## SAFEGUARDING PART TWO

### In this section:

- ⤴ Please see Child Protection Procedure additional to this document
- ⤴ Children's rights and entitlements policy
- ⤴ Child care practice policy
- ⤴ Anti-bullying policy
- ⤴ Drop off, pick up and uncollected child policy
- ⤴ Outings policy
- ⤴ If a child is missing or lost policy or on an outing
- ⤴ Making a complaint policy
- ⤴ Mobile phone, cameras and iPad use
- ⤴ Social Networking

## Policy Statement

- ✧ At Little Blossom we promote children's right to be strong, resilient and listened to by creating an environment in our setting that encourages children to develop a positive self image, which includes their heritage arising from their colour and ethnicity, their languages spoken at home, their religious beliefs, cultural traditions and home background.
- ✧ We promote children's right to be strong, resilient and listened to by enabling children to have the self-confidence and the vocabulary to resist inappropriate approaches.
- ✧ We help children to establish and sustain satisfying relationships within their families, with peers, and with other adults.
- ✧ We work with parents to build their understanding of, and commitment to, the principles of safeguarding our children.

What it means to promote children's rights and entitlements to be 'strong, resilient and listened to';

To be **strong** means to be:

- ✧ **Secure** in their foremost attachment relationships where they are loved and cared for, by at least one person who is able to offer consistent, positive and unconditional regard and who can be relied on.
- ✧ **Safe and valued** as individuals in their families and in relationships beyond the family, such as day care or school.
- ✧ **Self assured** and form a positive sense of themselves - including all aspects of their identity and heritage.
- ✧ **Included equally and belong** in early years settings and community life.
- ✧ **Confident in abilities** and proud of their achievements.
- ✧ **Progressing optimally** in all aspects of their development and learning.
- ✧ **To be part of a peer group** in which to learn to negotiate develop social skills and identity as global citizens, respecting the rights of other in a diverse world.
- ✧ **To participate and be able to represent themselves** in aspects of service delivery that affect them as well as aspects of key decisions that affect their lives.

To be **resilient** means to:

- ✧ **Be sure** of self worth and dignity.
- ✧ Be able to be **assertive** and state their needs effectively.
- ✧ Be able to **overcome** difficulties and problems.
- ✧ Be **positive** in their outlook on life.
- ✧ Be able to **cope** with challenge and change.
- ✧ Have a **sense of justice** towards self and others
- ✧ To develop a **sense of responsibility** towards self and others.
- ✧ To be able to **represent themselves** and others in key decision- making processes.

To be **listened to** means:

- ✧ Adults who are close to children recognize their need and **right to express** and communicate their thoughts, feelings and ideas.
- ✧ Adults who are close to children are able to **tune in to** their verbal, sign and body

language in order to understand and interpret what is being expressed and communicated.

- ✦ Adults who are close to children are able to **respond appropriately** and, when required, **act upon their understanding** of what children express and communicate, and adults **respect children's rights and facilitate children's participation and representation** in imaginative and child centred ways in all aspects of Little Blossom core services.

## Anti-bullying

### Policy Statement

We are a committed, multi-skilled staff team. We want to give each child a consistently

high standard of care and education. Each child is undoubtedly unique and our aim is to honour and respect the whole child and to help him or her to develop self worth, natural curiosity and a desire to learn.

We believe that children and adults flourish best in an environment where everyone knows what is reasonably expected of them, where one is listened to and respected, so one can develop in confidence, self-esteem, self-awareness and self-discipline. As a staff team promoting good management behaviour, we will provide an excellent role model, setting a good example at all times.

### **Definition of Bullying**

- ⤴ Perceived or intended hurt, pain, suffering or humiliation - by one child (or group) to another.
- ⤴ This may include; physical violence and threats as well as verbal assaults and taunts.
- ⤴ Or deliberately intending to destroy, remove or damage the personal property of another.

### **Rationale**

We at Little Blossom believe that all children have the right to learn in a safe, secure and stimulating environment. Childhood should be a time of happiness, growth and development and should always be free of fear.

#### **Bullying:**

- ⤴ Has a detrimental effect on bully and victim alike and is always taken seriously and dealt with appropriately.
- ⤴ Is not an inevitable part of growing up and does not have to be tolerated.
- ⤴ Will not be tolerated at Little Blossom.

### **Purpose/objectives**

We want to achieve a bully free environment where all children have equal access to all areas of the curriculum without feelings of fear or intimidation. We will provide a range of opportunities that will enable children to:

- ⤴ Play co-operatively and harmoniously
- ⤴ Listen to each other
- ⤴ Behave appropriately
- ⤴ Develop their social skills
- ⤴ Become independent learners
- ⤴ Begin to understand right and wrong
- ⤴ To be treated with respect, dignity and kindness
- ⤴ To treat their peers, adults and the environment with care and respect.

### **Broad Guidelines**

In order to achieve our objectives we will offer an environment that is safe, secure and stimulating, where positive attitudes are praised and endorsed, enhanced by a wide range of high quality resources.

We will offer a broad and balanced curriculum through the seven areas of learning, incorporating a variety of learning styles.

We will provide an age appropriate environment where children have the opportunity to work co-operatively supported by timely adult intervention. The day will be organized so that there is a mixture of child initiated learning and adult led activities. There will be opportunity for independent learning, group work and co-operation.

We will encourage children to develop a sense of belonging by providing an environment in which they can predict the shape of the day/session.

We will give children the opportunity to express their feelings safely and to be aware of the children's needs, culturally, physically and emotionally.

We will give clear messages in a direct, clear and simple way, using a calm, firm voice and good eye contact and at the child's eye level.

Children need to develop a good self-esteem and learn to respect themselves and others. They need to be able to form positive relationships in an environment that supports mutual respect and understanding and that celebrates and acknowledges differences. Adults will actively encourage children to share, be kind and work together in all areas of Little Blossom, acting as good role models. We will spend time repeatedly explaining right and wrong and how important it is to be kind and helpful.

### **Monitoring and Evaluation**

All staff will constantly monitor the children's behaviour and discuss any problems initially with the appropriate member of staff who will report to the Manager. The staff team will review the anti-bullying policy and practice on a regular basis.

### **At Little Blossom we want children and adults to:**

- ⤴ Treat each other kindly
- ⤴ Use quiet voices
- ⤴ Use kind words
- ⤴ Listen to each other and respond appropriately
- ⤴ Treat each others belongings with care
- ⤴ Let others choose what they want to do and where they want to play
- ⤴ Staff will work positively with all children at all times encouraging good behaviour, kindness, and good work.
- ⤴ Staff will work together at all times and help each other out as much as possible.
- ⤴ Staff will never talk derogatorily about a member of staff to anyone behind that person's back.
- ⤴ Staff will sort out problems promptly so they are not allowed to fester.
- ⤴ Staff will treat other staff in the manner in which they themselves would like to be treated.
- ⤴ Staff will show all children equal care and attention and build on self- esteem skills.
- ⤴ Staff will ensure that no child is singled out for special attention or lack of it.
- ⤴ Staff will ensure that they do not discuss a child's appearance, development, behaviour or the feeling of the staff in a negative manner in front of that child or other children, parent/carer and adults. Discussions such as these should take place within the appropriate meetings.

We will promote co-operation and sharing and act as good role models.

### **Guidance for preventing bullying**

- ⤴ Encourage the children to respect peers and adults
- ⤴ Encourage the children to use kind words and good manners
- ⤴ Encourage the children to respect the property of others
- ⤴ Treat both victim and bully with kindness, empathy and understanding
- ⤴ Involve parents throughout the process
- ⤴ Raise issues for whole staff awareness

### **Dealing with the situation of bullying**

Take immediate action to protect the victim by removing him/her from the incident/bully. (Positive handling if necessary, please record)

This will:

- ⤴ Keep the victim safe
- ⤴ Prevent an escalation of incident
- ⤴ Prevent violence being refocused on the adult

Inform the bully calmly that you will speak to them later without being specific or threatening.

Make arrangements to comfort and support the victim (check for injuries and seek help if necessary).

Engage with the bully (take the child to a quiet area).

Tell the bully that it is not kind behaviour and bullying is not acceptable at Little Blossom as we all try to work together and be kind to each other so everyone enjoys their days with us.

Be sensitive to the bullies needs (i.e. look at possible reasons for such behaviour).

Write up an Incident report and pass to the manager.

Arrange to speak to both sets of parents explaining what has happened and mention the schools anti-bullying policy.

Share information (on a need to know basis) with all staff to prevent a re- occurrence.

Monitor situation and review with parents.

If the child who has been bullied or the alleged bully or their parents/carers have any issues concerning the way the incident has been dealt with they should contact the Manager immediately at Little Blossom.

### **Ladder of sanctions (for anti bullying)**

Verbal:

- ⤴ Reminder of the rules
- ⤴ Explanation of the rules

- ⤴ Distraction
- ⤴ Model appropriate behaviour

If the above does not work:

- ⤴ The child/situation will be monitored if incidents re-occur
- ⤴ The child will be adult-directed until it has been decided that an unacceptable behaviour warning will be issued. This will be at the discretion of the Organiser and/or Manager. The possibility of immediate and future exclusion for a certain amount of time from Little Blossom will be discussed with staff and parents.

Staff will:

- ⤴ Discuss at staff meetings to raise awareness, request a 'behaviour chart' to consolidate information between sessions as it arises
- ⤴ Decide at staff meetings who will speak to parents
- ⤴ Ensure that all staff are dealing with the child/children in the same way
- ⤴ We will work closely with parents/carers and involve them when we feel it is appropriate (the time scale will vary from child to child).

### **Reasonable force or physical contact**

This empowers staff to physically remove children from a situation in which they are a danger to themselves or others and/or restrain pupils appropriately.

If children regularly require handling - a positive handling plan would be devised with parental involvement (see Positive Handling Policy).

### **Pupils who display continuous disruptive behaviour**

Parents and outside agencies to be involved as appropriate. See below for contacts.

### **Safeguarding**

When involving parents and informing them of incidents of bullying - either as the perpetrator or the recipient, staff should always consider whether the misbehaviour may be linked to the child suffering, or being likely to suffer significant harm. In this case, staff should follow its Child protection Policy.

### **Pastoral Care for staff**

Any member of staff who has been accused of misconduct will be suspended whilst an investigation is carried out into the incident. The Manager will draw on the advice in the 'Dealing with Allegations of abuse against teachers and other staff' guidance when setting out the pastoral support Little Blossom staff can expect to receive if they are accused of misusing their powers.

### **Resources**

Link to A Guide for School Governors

[Http://www.education.gov.uk/schools/leadership/governance/b0065507/g](http://www.education.gov.uk/schools/leadership/governance/b0065507/g)

Link to the department's advice on the Equality Act 2010

[Http://www.education.gov.uk/aboutdfe/policiesandprocedures/equalityanddiversity/a0064570/the-equality-act-2010](http://www.education.gov.uk/aboutdfe/policiesandprocedures/equalityanddiversity/a0064570/the-equality-act-2010)

Local Wandsworth help

<http://www.safeguardingchildreninwandsworth.org.uk/>

**Websites and telephone numbers:**

Advice for parents and children  
Anti-bullying campaign 020 7378 1446  
Bullying online - [www.bullying.co.uk](http://www.bullying.co.uk)

Publications and free advice on legal issues Childline 0800 1111 (24 hours a day)  
[www.childline.org.uk](http://www.childline.org.uk)

Kidscape 0207 730 3300. Bullying counselor available Monday to Friday  
10am-4pm with information for young people, parents and teachers.  
Parentline Plus 0808 800 222.

**Dropping Off, Collection and Uncollected Children**

**Dropping off**

Little Blossom Nursery Schools day starts at 8am. Children will not be allowed into the nursery prior to this. Parents dropping off should ring the bell located at the locked gate in the garden. A member of staff will meet you there, take the register at the door

and note the time of any late arrivals. . At this time parents should inform the Nursery Manager if there is an unauthorised person coming to collect the child so that their details may be given to us. If you require a private conversation with the Nursery Manager or key person please ask and this will be accommodate.

### **Collection**

We ask parents/carers to be prompt upon collection. The children will be seated at the quiet area at home time. We request that parents wait for a member of staff to call out their child's name before collecting them, this is to ensure that the children don't all run off at once when they see their parents which may lead to a child becoming distressed and disorientated.

### **Late Collections**

We understand that an unavoidable situation may arise in which parents/carers may be late to collect their child. We ask that we are telephoned and informed of this and an estimation of the length of delay so that we can reassure the child that someone is on the way to collect them. We do operate a late collection fee that may be put into place for persistently late collections or for failure of informing us of the late collection.

### **Uncollected Children**

In the event that a child remains uncollected by an authorised adult at the end of the session or the school day and we have made sure that the parent/carer has not already called or informed school of lateness, the setting puts into practice agreed procedures. These ensure that an experienced practitioner who is known to the child cares for the child safely. Check the child information sheet with children's details and also the communication book (located by the parents noticeboard) for any information about changes to the normal collection routines.

If there is no information available we will telephone the person who is supposed to have picked the child up. If we cannot get hold of the person, telephone the other parent;

- ✦ i.e. their father if the mother was supposed to pick up
- ✦ or mother, then father if the nanny was supposed to pick up.

Go through all authorised contacts in the child's file. If none can be contacted, we telephone the emergency contact number given for that child. A telephone message should be left with every one of these people, if possible. Should we still be unsuccessful in locating any of these persons, the child will remain with the teachers until the school is tidied up. We shall make sure the child remains calm and does not start to panic and distract them and comfort them if they become distressed. The child does not leave the premises with anyone other than those named on the sheet or notebook.

Under no circumstances should staff go to look for the parent, nor do they take the child home with them. If no one collects the child after one hour of the sessions end and there is no one who can be contacted to collect the child, we contact our local authority children's social services team.

The Manager will act on the advice of the Social Care department. The child will remain in the care of Little Blossom until they are collected by the parent, carer or designated adult, or alternatively placed in the care of Social Care Department.

In the event of Social Care being called and responsibility for the child being passed to a safeguarding agency, the Manager will attempt to leave a further telephone message with the parent, carer or designated adult of what has happened. The message will reassure them of their child's safety and instruct them to contact the local Social Care Department.

Incidents of late collection will be recorded by the Manager and discussed with parents/carers at the earliest opportunity. Repeated lateness will be charged for at the Owner or Manager's discretion.

Parents of children starting at the setting are asked to provide the following specific information which is recorded on our registration form:

- ⤴ Home address and telephone number - If the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative.
- ⤴ Place of work, address and telephone number (if applicable)
- ⤴ Mobile telephone number
- ⤴ Names, addresses, telephone numbers and signatures of adults who are authorised by the parents to collect their child from the setting, for example a child-minder or grandparent.
- ⤴ Who has parental responsibility for the child
- ⤴ Information about any person who does not have legal access to the child.
- ⤴ On occasions when parents are aware that they will not be at home or in their usual place of work, they inform us in writing how they can be contacted.
- ⤴ On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they provide us with written details of the name, address and telephone number of the person who will be collecting their child. We agree with the parents how to verify the identity of the person who is to collect their child.
- ⤴ Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up measures. We provide parents with our contact telephone number.
- ⤴ We inform parents that we apply our child protection policy in the event that their children are not collected from the setting by an authorised adult within one hour after the setting has closed and the staff can no longer supervise the child on our premises.

### Supervision of Children on Outings and Visits

Children benefit from being taken out of the setting to go on visits or trips to local parks the library, the fire station and other suitable venues for activities which enhance their learning experiences. Staff and volunteers in our setting are aware of and ensure they follow procedures to keep the children safe on outings. When visiting a public park or outdoor area, before the children enter, a member of staff will ensure that it is clean

and safe.

## Procedures

- ⤴ Parents sign a general consent prior to their children joining the nursery, for their children to be taken out as a part of the daily activities of the nursery. This general consent details the venues used for daily activities.
- ⤴ There is a risk assessment for each venue, which is reviewed regularly.
- ⤴ Parents are always asked to sign specific consent forms before major outings which includes consenting to volunteer parents as well as staff supervising their children on the outing
- ⤴ All venue risk assessments are made available for parents to see.
- ⤴ Our adult to child ratio is high, normally one adult to three children, depending on their age, sensibility and type of venue as well as how it is to be reached.
- ⤴ Named children are assigned to individual staff/volunteers to ensure each child is individually supervised, to ensure that no child goes astray and that there is no unauthorised access to children.
- ⤴ Outings are recorded in the setting combining the school register and staff arrival leaving form and risk assessment log giving information about:-
  - ⤴ The date & time of outing
  - ⤴ Venue
  - ⤴ Who went (Staff, volunteer parents, pupils)
  - ⤴ Time of return

Staff take a mobile phone on outings and supplies of tissues, wipes, mini first aid kit, drinks and on longer outings - snacks. The amount of equipment will vary and be consistent with the venue and the number of children, as well as how long they will be out for, i.e. spare nappies/pants.

Staff take a copy of 'If a child is lost Policy'.

## If a Child is Missing or Lost

Children's safety is maintained as the highest priority at all times both on and off the premises. Through comprehensive risk assessments and procedures every attempt to ensure the security and safety of the children is maintained at all times. In the unlikely event of a child going missing, our missing child procedure is followed.

## Procedures

### **Child going missing on the premises**

- ⤴ As soon as it is noticed that a child is missing, the key person/staff alerts the Manager and lets them know where the child was last seen.
- ⤴ The Manager will carry out a thorough search of the building and outdoor space.
- ⤴ The register is checked to make sure no other child has also gone astray.
- ⤴ Doors are all checked to see if there has been a breach of security whereby a child could wander out.
- ⤴ If the child is not found this is reported to the police and the parent is contacted
- ⤴ The Manager talks to the staff again about when and where the child was last seen and records this.
- ⤴ The Manager records the incident and carries out an investigation.

### **Child going missing on an outing**

- ⤴ As soon as it is noticed that a child is missing, staff on the outing ask children to stand with their designated person and carry out a headcount to ensure that no other child has gone astray. One staff member searches the immediate vicinity but does not search beyond that.
- ⤴ The Manager is contacted immediately and the incident is reported.
- ⤴ The Manager contacts the police and reports the child as missing.
- ⤴ The Manager contacts the parent, who makes their way to the nursery or outing venue as agreed with the Manager. The nursery is advised as the best place, as by the time the parent arrives the child may have been returned to the nursery.
- ⤴ Staff take the remaining children back to the nursery.
- ⤴ In an indoor venue, the staff contact the venue's security who will handle the search and contact the police if the child is not found.
- ⤴ The Manager or designated staff member may be advised by the police to stay at the venue until they arrive.
- ⤴ The incident needs to be recorded and the Manager carries out an investigation.

### **The Investigation/Procedure**

- Staff keep calm and do not let the other children become anxious or worried.
- The Manager speaks with the parent(s).
- The Manager carries out a full investigation taken written statements from all the staff and parents (if any) in the room or who were on the outing.
- The key person/staff member writes an incident report detailing:
  - ⤴ The date and time of the report
  - ⤴ What staff/parents/children were in the group/outing and the name of the staff/parents
  - ⤴ Designated person responsible for the missing child
  - ⤴ When the child was last seen in the group/outing
  - ⤴ What has taken place in the group or outing since the child went missing
  - ⤴ The time it is estimated that the child went missing
  - ⤴ A conclusion is drawn as to how the breach of security happened

If the incident warrants a police investigation all staff co-operate fully. In this case, the police will handle all aspects of the investigation, including interviewing adults concerned. Children's Social Care may be involved if it seems likely that there is a child protection issue to address.

The incident is reported under the RIDDOR arrangements **Incident Contact Centre**

**Telephone: 08453009923** (see the Reporting of Accidents and Incidents policy)

### **Managing People**

Missing child incidents are very worrying for all concerned. Part of managing the incident is to try to keep everyone as calm as possible.

- ✦ The staff will feel worried about the child, especially the key person or the designated carer responsible for the safety of that child for the outing. They may blame themselves and their feelings of anxiety and distress will rise as the length of time the child is missing increases.
- ✦ Staff may be the understandable target of parental anger and they may be afraid. The Nursery Manager needs to ensure that staff under investigation are not only fairly treated but receive support while feeling vulnerable.
- ✦ The parents will feel angry and fraught. They may want to blame staff and may single out one staff member over others; they may direct their anger at the Nursery Manager. When dealing with a distraught and angry parent, there should always be two members of staff, one of whom is the Nursery Manager and the other the nursery owner. No matter how understandable the parent's anger may be, aggression or threats against staff are not tolerated and the police should be called.
- ✦ The other children are also sensitive to what is going on around them. They too may be worried. The remaining staff caring for them need to be focused on their needs and must not discuss the incident in front of them. They should answer children's questions honestly but also reassure them.
- ✦ In accordance with the severity of the final outcome, staff may need counselling and support. If a child is not found, or is injured, or worse, this will be a very difficult time. The nursery owner will use their discretion to decide what action to take. Staff must not discuss any missing child incident with the press without taking advice.

### **Making a Complaint**

Children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the nursery. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set

of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all the parties involved.

## **Procedures**

All settings are required to keep a 'summary log' of all complaints that reach stage two or beyond. This is to be made available to parents as well as to Ofsted inspectors.

### **Making a Complaint**

#### **Stage 1**

Any parent who has a concern about an aspect of the settings provision talks over, first of all, his/her concerns with the Manager. Most complaints should be resolved amicably and informally at this stage.

#### **Stage 2**

A written record of all concerns and complaints, and the date on which they were received will be taken by the Manager. Should the matter not be resolved within 14 days, or if the problem recurs or no satisfactory resolution has been met then parents will be advised to proceed with their complaint in writing.

The nursery stores written complaints from the parents in the Complaints Record File. When the investigation into the complaint is completed, the Manager meets with the parent to discuss the outcome. When the complaint is resolved at this stage, the summarised points are logged in the Complaints Record file.

#### **Stage 3**

If a parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the Manager. The parent should have a friend or partner present if required. An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it. This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summarised points are logged in the Complaints record file.

#### **Stage 4**

If at the stage three meeting the parent and nursery cannot reach agreement, an external mediator is invited to help settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved. The mediator keeps all discussions confidential. She/he can hold separate meetings with the nursery personnel and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice she/he gives.

#### **Stage 5**

When the mediator has concluded their investigations, a final meeting between the parent, and the Manager is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached. A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has been concluded.

Parents can be assured that all concerns and complaints will be treated confidentially. Correspondence, statements and records will be kept confidential except as required in the course of the School's inspection; or where any legal obligation prevails. Families who speak English as a second language must also not hesitate to discuss any worries or concerns they may have.

The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Local Safeguarding Children Boards.

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our nursery's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the National Standards for Day Care are adhered to.

The address and telephone number of our Ofsted regional centre are:  
**OFSTED, EARLY YEARS, Royal Exchange Buildings, St Ann's Square, Manchester M2 7LA. TEL: 03001231231**

These details are displayed on our nursery notice board.

If a child appears to be at risk, our nursery follows the procedures of the Area Child Protection Committee in our local authority. In these cases, both the parent and pre-school are informed and the Manager works with Ofsted or the Area Child Protection Committee to ensure a proper investigation of the complaint followed by appropriate action.

Records

A record of complaints against our nursery and/or the children and/or the adults working in our nursery is kept, including the date, the circumstances of the complaint and how the complaint was managed.

Mobile Phones and Camera and iPad and Smart Watches Use

We believe that keeping children safe is of paramount importance. Staff, volunteers and students that come to the setting are asked to place all mobile phones, Smart Phones, cameras and iPad in our school office. This is to ensure that only authorised photographs are taken of the children, with Little Blossom Nursery Schools own mobile phone, tablet and school iPad and only when consent from parents/carers has been received during

the completion of registration forms.

### **Procedures**

- ✧ When staff, volunteers and students arrive at the setting, they are asked to place their belongings (including mobile phones, cameras and iPads and smart watches) in the school office.
- ✧ Staff are prohibited from using their mobile phones, cameras and iPads and smart watches during any school session.
- ✧ If any member of staff is found to be using a mobile phone, camera or iPad or smart watch during a school session, this will be considered as gross misconduct and lead to disciplinary procedures.
- ✧ In case of an emergency where a member of staff has to use their mobile phone, they are asked to leave the school premises to do so.
- ✧ The school phone is available for use if needed.

### **Social Networking**

Little Blossom Nursery School realises that Social media, professional networking sites, rapid-fire communications, blog sites, and personal Web sites are all useful technologies. Every employee has an opportunity to express and communicate on-line in many ways, and Little Blossom does not wish to discourage an on-line presence. Above all else, everyone needs to use good judgement on what material makes its way on-line. This

policy includes (but is not limited to) the following specific technologies; personal blogs, TIK TOK, twitter, facebook, instagram, snapchat, gaming websites and personal web sites.

### Procedures

- ✦ Any material presented on line in reference to Little Blossom Nursery School by any employee is the responsibility of the poster.
- ✦ At no times should any posts be made in reference to Children, Parents or other professionals that employees may come in to contact with through work.
- ✦ At no time must any photographs or materials be published that identify the setting or Children and pictures of staff may only be used with the express permission of the staff members concerned.
- ✦ Any member of staff found to be posting remarks or comments that breach confidentiality and or are deemed to be of a detrimental nature to the company or other employees or posting/publishing photographs of the setting, children or staff unless staff permission has been gained may face disciplinary action in line with the company disciplinary procedures.

Little Blossom Nursery School employees are encouraged to use the following guidelines in social networking practices:

- ✦ Remember that no information sent over the web is totally secure and as such if you do not wish the information to be made public refrain from sending it over a social network site
- ✦ Even though you may think you are anonymous or use an alias you may be recognised.
- ✦ Maintain professionalism, honesty, and respect.
- ✦ Apply a "good judgement" test for every activity related to Little Blossom Nursery School. Could you be guilty of leaking information, discussing confidential information? Is it negative commentary regarding Little Blossom Nursery School or it's employees?
- ✦ Activity showing good judgement would include statements of fact about Little Blossom Nursery School, and its products and services, facts about already-public information, or information on the Little Blossom Nursery School Web Site.

Further, if any employee becomes aware of social networking activity that would be deemed distasteful or fail the good judgement test, please contact the Manager.