



CASA TIERRA POLICIES AND PROCEDURES

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1. ACCIDENT & EMERGENCY POLICY

It is our foremost concern to keep children safe when they are in our care.

Our premises have been checked and they meet the requirements of the Early Years Foundation Stage in England and the Care & Social Services Inspectorate Wales (CSSIW) in Wales. We also regularly review, update and practise our safety routines, including fire drills.

As registered childcare providers we are legally required to have a valid first-aid certificate before registration. We can administer basic first-aid treatment with our first-aid box being clearly labelled and easily accessible in the adult only bathroom in the middle of the house. Parent contact numbers are kept with the first-aid box.

We hold written permission from parents in the Child Record Forms to seek emergency treatment for their child if needed.

We also have an arrangement through the Southwark network of Early Years Childcare to provide emergency back-up cover if necessary, however the parents will be the first contact.

PROCEDURE

If there is an accident:

- First, we will reassure the injured child while making sure that the other children in our care are safe, this may mean strapping a baby in a buggy or sitting an older child in a high chair where we can see them.
- We will then proceed with first aid care and call 999 for help if necessary.
- If one of us has to accompany or take a child to hospital we will call an emergency back-up cover carer to come and help with the remaining children. This will be another registered Early Years Educator or known responsible adult, these people are named below.

If there is an accident or emergency our emergency back-up cover may contact you and you may be expected to collect your child straight away.

If we manage to deal with the accident ourselves then we will inform the affected child's parents immediately.

If we accompany or take a child to hospital, we will contact their parents and ask them to meet us at the hospital.

We carry emergency contact details for our staff and all the children in our care, this information is stored in the first aid kit.

We will ensure that all children in our care are safe, reassured and kept calm.



Emergency back-up cover:

Back-up registered Early Years Manager	Anamaria Craig 07879816392
Lead Early Years Practitioners	Megan Sanz 07415978149 Nikki Pellington 07535 122173

2. ADJUSTING ROOM TEMPERATURE PROCEDURE

If the room temperature is too hot the following steps should be taken to keep the children and room cool:

- Open all windows
- Use a fan
- Remove top layer of clothing from the children
- Cool the children down if they have a temperature by giving them a tepid wash
- Ensure that children have plenty of water to drink which will help prevent dehydration

If the room temperature is too cold the following steps should be taken to keep the children and room warm:

- Report the fault to the Operations Manager/Director immediately
- Close all windows
- Ensure that the children are dressed appropriately
- Turn the heating up

Guidelines:

- For children under two years old the room temperature must not be under 21.1°C
- For children over 2 years the room temperature must not be under 18.3°C

3. ADMISSIONS AND ATTENDANCE POLICY

We will be following Ofsted guidance which sets out the number and age for how many places can be provided.

We take into consideration the ratios of adults to children and never exceed these ratios when admitting children.

Casa Tierra does not, and has no intention in the future, of discriminating against any child for reasons of gender, ethnicity or social background, religion or ability.

Applications from Special Needs children will be welcomed taking into account the ability of Casa Tierra to provide the appropriate level of care. We are aware that funding can be sought from the Early Years Department, if necessary, to support us with our care e.g. extra member of staff.

It is essential for the efficient running of the setting and for other prospective parents/carers that parents notify Casa Tierra immediately should they make alternative childcare arrangements and no longer require a place.

We have a waiting list and communicate with prospective parents on a regular basis to update details and offer places.

We have an 8 week notice period in our contracts so within this time we can assess any potential move for prospective parents.

PROCEDURE

Quality care and education are essential to children's wellbeing and development and form the primary and universal right of all children regardless of their ability, needs, ethnicity, religion or gender, this is why we welcome children from all corners of our community and why our Admissions Policy is designed to reflect our fair and democratic values.

If a parent/carer is already on the waiting list once a space has been identified we will filter the waiting list, first by 'date of entry' (giving priority to siblings) then by the children's age



to match the age of children able to join the given room and then by the number of attendance days required by the children to match the place.

Once the waiting list has been exhausted, we will transition to a new Admissions Procedure as follows:

Anyone wishing to register their interest in joining Casa Tierra should do so, free of charge, by emailing their details to info@casatierrabc.com :

Details Required:

1. Child's full name
2. Date of birth
3. Consecutive Days only as follows:
 - For 2 days: Monday & Tuesday or Thursday & Friday
 - For 3 days: Monday - Wednesday or Wednesday - Friday
 - For 4 days: Monday - Thursday or Tuesday - Friday
 - For 5 Full days
1. Proposed start date
4. Home address
5. Contact numbers

Once parents have confirmed their interest in the place arrangements will be made to visit Casa Tierra and to understand more about how we work and our settling process.

Please note that our new Admissions Policy will require that places be offered on a two-day, three-day, four-day or five-day basis only.

Priority will be given to children whose siblings are already with us and attending Casa Tierra when the next child joins (we cannot prioritise a child if their sibling is no longer with us) or to any extenuating circumstances affecting the child's welfare or his/her family.

To secure a child's place and confirm the agreed starting date the parents/carer will be asked to:

- Sign a Casa Tierra Terms & Conditions agreement within 5 days of the offer letter being sent.
- Pay their Settling Invoice as soon as it has been sent
- Closer to the time, complete and sign a more detailed registration form (to give us important information such as emergency contact numbers, health & dietary requirements etc.).

Registration forms must be completed and returned before the child's settling-in begins (ideally this should be at least 1 week before the start date to allow for any care issues to be raised and clarified before the child begins). Children will not be admitted without this information.

Settling-in arrangements should be made at the time of enrolment and take place, wherever possible, during the week prior to the start date and will not be charged.

We do not allow children to swap days of attendance unless previously agreed and subject to availability of the alternative swap day.

As stated in all parent offer letters, no refunds or fee reductions will be provided for attendance days missed due to public holidays.

The allocation of a place must continue normally through 'school holidays' on the same basis as during 'term time'. Places will not be held open for unpaid sabbatical or any other leave of absence.

a. AGE OF ADMITTANCE

We accept children from the age of ten months to five years old. Although we accept children from the age of ten months, we recommend that children join us from the age of one.

Children usually start school in the September after they turn 4, parents of children born between 1st April and 31st August (also known as "summer-born" children) can ask to delay entry into Reception for a year, for this reason children can stay with us until they are just over 5 years old.

b. ARRIVAL AND DEPARTURE

On arrival at Casa Tierra parents will be expected to hand over their child to the staff who will then 'register' that child for the session. Upon collection, the child will be signed off in the Kinderly register.

To avoid disruption to our daily routine, parents are requested to ensure that their child arrives no later than 9am am if having breakfast at the setting.

We must be informed if anyone other than the parent is to collect the child, this is done by the parent in writing (email or whatsapp is sufficient).

If a child is to be absent we ask parents to inform Casa Tierra as soon as possible and ideally before 9:00 am on the day.

Staff will not release children to anyone other than parents except to pre-authorised persons/carers (listed in the Emergency Release Form) about whom parents will be expected to inform Casa Tierra in advance of when they are to collect the child.

Parents/carers may be required to give a photograph of the pre-authorized persons before they collect children for the first time. Authorized persons may also be required to provide proof of identity before children are released to them.

As we are in a house in a residential street, it is important that we are considerate of other local residents, with this in mind please ensure you keep in mind the following procedures on arrival and departure:

1. Where possible we would prefer parents use public transport or walk, therefore reducing the amount of traffic and parking in the area which our neighbours will appreciate and in addition this is in line with our eco-friendly policies.
2. If you have to drive, please be very mindful of local residents' needs when parking, this includes making sure you are not blocking anyone in or parking across any driveways. If you could vary where you leave your car this would help our immediate neighbours not to notice the impact of the business too much.
3. Buggy storage is available in the external boxes with padlocks provided. Due to limited space, please bring strollers that can be folded away when you store them under your own responsibility. Casa Tierra will provide the code of the padlock but if a parent does not lock it, we will not be responsible. There is also the option of a tricycle or scooter which are great for transporting children if you are walking:
<https://www.amazon.co.uk/Micro-Travel-Gadget-Alternative-Months/dp/B01FKQ956S>
4. Arrivals and departures can be hectic if several children/parents arrive at the same time. To make this less stressful for the children it is best if handovers are done quickly. If your child is upset, we will update you soon after you leave via WhatsApp or Blossom to reassure you.
5. Due to safeguarding and health and safety please remain in the entrance area of the house when you drop off and collect your child, we will bring your child to you at the



main door in the afternoon. Additionally, some children, particularly when settling, can get a bit anxious when other children start to be collected in the afternoon so we prefer to keep parents at the door for this reason.

6. If there are important things we need to know, such as how they slept, what they have eaten prior to arrival or if they have had any health issues/injuries it is better to send us a message via Blossom or by WhatsApp within the working hours of 8am–6pm Monday to Friday. If there is an emergency, you can also email us out of hours.
7. If you would like to speak to us about an issue we are happy to accommodate this but it is best to arrange it with us via WhatsApp or email so we can find an appropriate time to speak confidentially.
8. Most parents drop off between 8am & 9am and pick up between 5pm & 6pm. If you decide to come in a little later or pick up earlier it is really helpful if you can message us in advance as these impacts on our usual routine for your child, such as breakfast or tea time.
9. If you are having someone else collect your child, such as grandparent or babysitter, we need advance written notice each time (this can be a text/WhatsApp) along with a photo of the person.

c. LATE COLLECTION POLICY

Casa Tierra operates promptly each day between the hours of 8:00 am and 6:00 pm.

If a child is not collected on time our legal liability relating to the staff/child ratio will be infringed as two members of staff must remain at the setting until the last child has been collected.

Where children are collected after 6:00 pm without prior arrangement, a late fee of £5 for every 5 minutes will be charged (with a minimum charge of £5 to be paid directly to the Senior Worker on duty at the time of collection) to cover the additional staffing costs incurred for this reason. We do remind parents to arrive 10 minutes before the end of their booked session to acquire feedback on their child's day if this is needed. We send daily diaries via Kinderly every evening at around 6:15pm.

PROCEDURE

If a child has not been collected after 6.00 pm and no contact has been made by the Parents/Carers the following procedures must be followed:

- At all times one or two members of staff must stay with the late child, one of them must stay with him.
- At 6:10 pm call the child's parents. If no-one answers, leave a message.
- Call all numbers in the child's registration forms. If no-one answers, leave a message.
- Staff will remain calm and won't speak of the situation in front of the child.
- At 6:20 pm contact all the numbers again and leave messages if required.
- Contact the Team Manager/Director on their contact number displayed in the main rooms and office to inform them of the situation.
- Keep trying the parents and the emergency contact numbers.

If no contact has been made after a period of one hour, the following steps must be followed:



1. A Director must be informed of the situation (Becca: 07811 102933)
2. The Manager must contact the Emergency Duty Social Worker on 020 7525 5000 and follow their instructions.
3. Staff should ensure that a late collection form has been filled out accurately and signed by parents upon arrival.
4. The form will be passed on to the office who will notify parents of the late fee due to be paid.
5. Parents will then have 1 week to pay the late collection fee to the office.
6. Upon payment, a receipt should be given to parents.
7. The fee will be distributed among the staff who were responsible for staying back with the child.

d. DAILY ROUTINE

For all children the routine at Casa Tierra is loosely based around meal and nap times times as follows:

Breakfast: 8:00am - 9.00am

Lunch: 11:45am for younger children

Lunch: 12:00pm for older children

Naps: 1:00pm - 3:00pm

Tea time: 16:15pm

Outside of that, each room follows a daily routine depending upon the age group and competencies of the children.



4. ANIMAL CONTACT POLICY

We believe that children enjoy having contact with animals and that they can learn a lot through this experience. We will occasionally take the children to visit city farms, children's zoos and other settings where they may have contact with animals and from time to time animals may visit us in the setting. We will ensure that we follow these procedures to ensure the safety of the children:

- Children will be encouraged to treat all animals with respect, learning how to handle them correctly.
- We will ensure that children always wash their hands after contact with animals.
- Children will be taught that not all animals are child friendly and that we should always check with the animal's owner before attempting to stroke or handle them.
- We will risk assess whether it is appropriate for the children to pet any particular animal first before we let the children do so.

5. BEHAVIOUR POLICY

At Casa Tierra we are committed to the EYFS framework, particularly the emphasis that it gives to educators and all staff in recognising the importance of the unique child demonstrating respect for each other, and valuing active learning and exploration.

By providing a happy, safe environment, the children in our care will be encouraged to develop social skills to help them be accepted and welcome in society as they grow up.

Our approach is based on the children as active participants in their own learning and us as educators becoming the facilitators of children's interests that drive the use of space, materials and planning of the experiences. The children are seen as competent learners with rights and a unique identity.

Play, exploration and creativity are at the heart of every interaction so enabling an environment of 'listening' and participation where the children's culture, temperament, developmental needs and rights are considered.

We strive to create a democratic culture that is based on reflection, emotional intelligence and individuality that fosters pride through purposeful interactions. As educators, we are inquisitive, innovative and we use critical thinking and reflective practices.

Being in constant communication with parents and carers becomes invaluable, so everyone can apply the same strategies and consistency can be achieved through cooperation from all the important adults in the children's lives.

a. ESTABLISHING ROUTINES & MANAGING TRANSITIONS

The environment plays a vital role in order to promote independence, self-esteem and skill refinement. We create an environment where the children's preferences and opinions are considered and implemented. We also provide a predictable schedule with known procedures and smooth transitions in terms of space and experiences, decreasing distress and frustration.

Preparation and predictability are two factors that are inextricably connected to the children's sense of security and autonomy so we prepare the children for every daily transition or change in the routine. Before every experience or event takes place, we explain the safety rules and include the children as much as possible in the setting up and tidying up process. We assign tasks and we give the children time before making a change.

The rules we accept in the environment must be a combination of adult and children's perspectives about relationships and use of space. We also include the children in the process of applying the acceptable behaviour as they can be strong advocates of justice and can help their peers by reminding them of the rules or by suggesting solutions, they have already applied themselves. As we role-model positive behaviour we give explanations and include the children any way we can in the decisions taken. The children become promoters of positive behaviour.

We expect parents to inform us of any changes in the child's home circumstances, care arrangements or any other change which may affect the child's behaviour such as a new baby, parents' separation, divorce, new partner, house moves or any bereavement. All information shared will be kept confidential unless there appears to be a child protection issue.

We work together with parents to make sure there is consistency in the way the children are cared for. A consistent approach benefits the child's welfare and helps ensure that the child is not confused. We offer regular review meetings with parents to discuss their child's

care and any issues or concerns, preferably when the child is not present. These meetings may be via Zoom, WhatsApp video call, Face Time or other electronic methods.

b. PROMOTING POSITIVE BEHAVIOUR

We endorse positive behaviour strategies as an effective way of setting boundaries for children.

Wherever possible we try to meet parents' requests for the care of their children according to their values and practices. Records of these requirements are agreed and kept attached to the child record forms. These records are revisited and updated during regular reviews with parents.

Positive interactions are essential in order to provide an environment where children feel motivated and valued. The adults' role in this is key in modelling behaviour that is pleasing and gratifying and becomes the medium for building strong and reciprocal relationships.

In our interactions with the children, we apply our British values of: Respect, Empathy, Freedom and Democracy. This means that we cultivate respectful exchanges where we speak in a positive way, we offer choices and we treat the children the way we want other people to treat us.

For this reason, we do not develop preconceptions about the behaviour of specific children. Even if we observe behaviour, we treat every incident as an individual moment where we ask open-ended questions without 'labelling' the children. When we come across a moment of conflict, we ask the children what has happened and we trust their answers as we do not believe that a child will deliberately lie to deceive or to cause harm.

Building on that, we act as role models by offering an explanation for everything that

happens, or for what we ask of the children to do. Also, we are always open to questions and suggestions from the children as they are the protagonists of the environment.

Respect applies for the environment and the adults, too. We treat everything and everyone in a positive and considerate manner, promoting a calm and secure environment where everyone's needs are considered and acknowledged.

Prevention is important and that is why we are sensitive to the children's actions, reactions, words and body language as we aim to relieve signs of anxiety before an outburst occurs.

Finally, we find positive and acceptable solutions when we encounter challenging moments of behaviour. We consider these moments as opportunities for guidance and for building a strong attachment relationship in order to achieve emotional regulation and to meet the individual needs of every child, for these reasons everyone at Casa Tierra uses five positive behaviour strategies as a way to be consistent and offer a sense of security to the children:

1. We notice, praise and make a big deal out of the positive qualities that every child demonstrates. That means that our praise isn't general, instead there is a specific trait, detail or behaviour that we admire. Therefore, we can build trust and showcase the positive side of the children's interactions so the children can connect with us on a more personal level and don't need to attract attention in a negative way. If we are looking for the positive behaviour instead of the negative one we become attuned to it and at the same time we reinforce it.
2. We make the children's successes known to their peers, other members of staff, parents and carers and we make them visible in observations. We include them in preparations and setting up and we always look and talk to them with warmth and respect. However, we do not give physical rewards (e.g., stickers, star chart stars, sweets, treats or presents) as behaving in a positive way and helping others needs to derive from an innate need and relate to self-worth.

3. We offer an alternative instead of just saying “no” to the children. We minimise the times we say it by thinking about the positive alternative for the behaviour that seems to not be working at the specific moment. (e.g. “We don’t do that...” can be replaced by: “Shall we paint on the paper instead of the wall?”).
4. We offer choices to the children so they can feel in control of what is happening and so we can demonstrate to them that you can use creative thinking and problem solving in any possible situation. This is especially important to help children realise that there is always an alternative, even when things that we do not choose must happen (e.g., “It is cold outside. Would you like to wear the green or the blue coat?”).

It is important not to exaggerate simple things and to move on without spending too much time negotiating. If the child is reluctant to choose, we let them know that we are going to choose for them and do so quickly.

5. Finally, the way we talk to the children is really important as it sets expectations. It is better to use the word: “when” instead of “if” as it promotes a teamwork mentality. It is essential to show that specific things need to happen that otherwise disrupt the daily routine and everyone’s day. If these things are essential, we cannot give an option not to do them, so the language we use needs to reflect that, a good example is tidying up. When the children leave an area without tidying up because they want to engage in another area, we need to say that “once we have tidied up, then we can move on to the [other area]”. We must create a culture of cooperation and empathy, always using respectful words and behaviour and applying freedom and democracy through choices.
6. We make sure we offer a stable and consistent environment by always keeping our promises. If we say something with words we follow up with actions too. Our



actions become a way of demonstrating the why and how of our words. If we are not consistent in this way we cannot build a relationship of trust.

c. EMOTIONAL INTELLIGENCE

In order to support the children's social and emotional development, we use the five steps of emotional coaching:

1. Being aware of the child's emotion
2. Recognising the emotion as an opportunity for intimacy and teaching
3. Listening empathetically and validating the child's feelings
4. Helping the child to verbally label emotions
5. Setting limits while helping the child problem-solve.

We apply these steps in every opportunity that arises in order to help the children become aware of their feelings and at the same time understand that they can find solutions to any challenging situation. As educators, we talk about our own feelings and we make sure that they do not influence our interactions with the children in a negative way.

We acknowledge the strength and range of children's feelings and try to help children to find constructive solutions for managing these. For example, we use therapeutic sensory toys such as calming lava lamps/projectors/glitter tubes to help children have something calm to focus on.

We encourage responsibility by talking to children about choices and their possible consequences. We read books about specific behaviours such as hitting/kicking/biting.

We aim to be firm and consistent so that children know and feel secure within the boundaries we set.

We will respond positively to children who constantly seek attention or are disruptive. We take them to other areas such as the garden for a run around to distract them and give them a physical outlet to express themselves, or a room with less children so they don't feel they are competing for attention.

We will help children maintain their self-esteem by showing we disapprove of challenging behaviour, not the child themselves.

d. BEHAVIOURAL NEEDS & SPECIAL NEEDS

Where use of the strategies described above have not so far been effective the children will require additional support or intervention, and the parents and carers will be notified if their behaviour:

- Hinders their own learning or development
- Hinders or prevents the learning of others
- Causes physical harm or distress to others, or our environment.

When we consider that a child may need behavioural support, we:

- Observe, record and monitor incidents of concern and implement changes in the child's experiences or routines to see if these alter their behaviour.
- If, having made such changes, there is no change in the child's behaviour we will discuss and plan to provide a consistent and predictable environment for the child and to identify any areas of learning, such as language or social interaction that they are having particular difficulties with.

If we have concerns about a child's behaviour which we cannot resolve in partnership with parents, we will ask for permission from the parents to talk it through with another childcare professional. We may contact PACEY, the NSPCC, Health Visitor or the local Early Years Team (or other relevant advice service) for confidential advice. In addition,

we may refer the parents to their GP or Health Visitor if we believe there may be other contributing factors such as a Special Educational Need or a health concern.

We will only physically intervene, and possibly restrain a child, to prevent an accident, such as a child running into the road or to prevent an injury. Should this be necessary we will record any instances of physical intervention in writing and inform parents on the same day, or as soon as reasonably practicable.

We record all significant behaviour incidents on Kinderly and via email. We will discuss these with the parents of the child concerned so that together we can work to resolve any behavioural issues and share strategies.

Any significant, inappropriate behaviour is likely to relate to the child's emotional needs and may be the result of learning difficulties, physical impairment, abuse including neglect, physical or mental illness or psychological trauma. When these signs are evident, specialist professional support needs to be sought with the permission of parents or carers*.

*Note: No referral can be made without the consent of the Parents/Carers.

Strategies for coping with serious misbehaviour related to special needs may include:

- The parents become aware of the behaviour exhibited and a meeting is offered to discuss next steps.
- The focus of the meeting is on observations, discussion and reflection about other strategies to use.
- Use of the Behaviour Interaction Record and Reflection Form.
- Referral to a behaviour support service via the Local Authority Early Help team.





e. **BITING/HITTING/KICKING POLICY**

At Casa Tierra we believe that biting is a natural developmental stage that many children go through. It is usually a temporary condition that is most common between thirteen and twenty-four months of age. The safety of the children is our primary concern.

Biting/hitting/kicking can be an uncomfortable subject for parents of both the child carrying out the behaviour and the child who is bitten/hit/kicked. We hope that this policy will explain how we deal with these issues in our setting. We encourage parents to discuss any concerns they may have regarding this issue with us.

If your child is known to bite/hit/kick we would prefer to know in advance.

Toddlers bite other toddlers for many different reasons. A child might be teething or overly tired and frustrated. He or she might be experimenting or trying to get the attention of the adult or his/her peers. Similarly, for hitting and kicking.

Toddlers have poor verbal skills and are impulsive and without a lot of self-control, sometimes biting occurs for no apparent reason. Casa Tierra will encourage the children to use their words if they become angry or frustrated. The staff members will maintain close and constant supervision of the children at all times.

We will work with both the parents and the child to establish when and why they are biting/hitting/kicking. We will observe the child closely to see if certain conditions or situations trigger the behaviour and then work with them to try and avoid the incidents occurring, this may involve altering the child's routine, giving them more one to one attention, purchasing additional resources so sharing is not such a major issue or if it is because a child is teething provide suitable teething resources.

The following steps will be taken if a biting incident occurs at our setting:

- The biting will be interrupted with a firm “No...we do not bite people”.
- Staff will stay calm and will not overreact.
- The bitten child will be comforted.
- The wound of the bitten child shall be assessed and any first aid needs attended to.
- The child that bites/hits/kicks will then be removed from the situation. We will explain to them, according to their age and understanding, that biting is unacceptable behaviour.
- An accident form will be completed, in line with our ‘Accidental Injuries’ policy
- If it is determined that there was a blood exposure, parents should be called and further steps need to be taken as outlined in the ‘Procedures for Incidents Involving Blood Exposure’.
- We have books about biting to read with the children. Sometimes it is about them not having enough language to express how they feel so we will repeat key phrases they can use such as ‘my turn’ or ‘no thank you’ when another child tries to take a toy from them or is being too physical with them.
- For younger children this may be by our tone of voice and facial expressions rather than lots of words. We will also encourage the child to apologise to the child they have bitten or give them a hug to say sorry if the other child is ok with that, or say sorry verbally if they are able to and work with them to develop strategies to help them deal with the reasons.
- We are, however, very mindful about teaching the children about consent from an early age, so if any child does not want to hug, they are not made to.

f. EXCLUSION POLICY

The law allows exclusions to be used:

- As a last resort
- When the health, safety and well-being of others is, or is likely to be adversely affected
- When the efficient education offered in the setting is or is likely to be adversely affected

In extreme circumstances, any member of the management team, but always in conjunction with the director may decide to exclude a child indefinitely or for a specific period of time. We recognise that this is an extreme step. However, if the persistent behaviour of a child is such that the safety and the well-being of the staff is compromised, and the wellbeing of other children is constantly affected then the above procedures will be adopted.

6. CHILDREN'S CLOTHING

Children should wear comfortable, safe and suitable clothes that they can manage on their own as their independence increases e.g., avoiding belts on trousers that cannot be undone when they need to go to toilet.

Protective wear in the form of an old adult shirt is offered for messy activities e.g., clay, water play, painting. However, children are not prohibited from messy play if they do not want to put protective clothing on, so please ensure they are in play clothes that can get messy as we cannot guarantee occasional mess such as paint or mud might not stain their clothes.

We therefore ask parents to bring 2 spare sets of **clearly labelled clothing** and bring the child's Casa Tierra's individual canvas bag. This is especially important for younger children, and for children who are being toilet trained.

It is important that all children's clothes and shoes be labelled so that they can be recognised quickly and returned to their owner promptly. Un-labelled lost items will be put in a lost property box and Casa Tierra cannot be held responsible for such lost items of clothing.

7. CHILDREN WITH SEN

At Casa Tierra, we believe that quality care and education is essential and as necessary to children's wellbeing and development as water is to human life. Quality care and education form the primary and universal right of all children, regardless of their ability or needs.

This is why we believe that all children should be given equal opportunities to play, explore and learn together in an inclusive social context, where differences are recognised but not used to define individual children's competence or potential.

At Casa Tierra we consider a child to have additional needs if they have significant learning difficulties in comparison to their peers or have a disability that may require extra special attention to help them develop. However, we also recognise that whilst these children do have some difficulties or disabilities, they also are competent in lots of other ways. Our approach therefore supports children by focussing on what they can do, encouraging them to communicate their competencies in as many different ways as they can (we call these the many 'languages' of expression).

We welcome children of all abilities and special needs to whom a place will be given priority when appropriate vacancies arise at Casa Tierra. If a child has a physical disability Casa Tierra will contact the local council to obtain advice about any arrangements or facilities that need to be added to the setting's environment to help that child integrate as smoothly and comfortably as possible.

We are sensitive to the needs and feelings of children with Special needs and their families and will ensure individual needs are recognised and addressed. Parents/ carers will be involved at every stage and in any plans that are made to meet a child's individual needs.

Equality of opportunity for all children is essential and it is important that children with SEN have the same opportunity to learn alongside their peers as all children in our care. For this reason, any special needs of children will normally be met within the inclusive environment of the mainstream setting, inviting and encouraging all children to play and explore together.

If a child has additional needs of any kind, we will discuss:

- How the child and parent/carer can be helped.
- How Casa Tierra staff can be helped.
- What advice and practical help we can get from outside agencies.
- What adaptations need to be made.
- What behavioural or Individual Educational Plan (IEP) needs to be devised, with outside agency help, tailored to each individual child.

Casa Tierra can access the Early Intervention Team Advisor at Southwark Council, who is available for consultation and advice.

Casa Tierra will ensure:

- That children with additional needs have an equal opportunity to learn and are free from any discrimination on the grounds of ability.
- Access to suitable individual programmes, and small group work, according to the child's individual needs and through their individual behavioural or educational plan.
- That regular observations on the progress of the child are noted by a qualified and experienced Educator, to make sure the child is valued and respected, and is able to value his or her strengths.
- The child is fully included into the life of the setting and develops communication channels with other children, through sign, gesture or pictures if the child is yet to develop speech.
- That the child leaves Casa Tierra fully prepared for school life.

Casa Tierra is respectful of the areas of special educational needs listed in the revised codes of practice:

1. Communication and interaction.

2. Cognition and learning.
3. Behavioural, emotional, and social development.
4. Sensory or/and physical.

We also follow the graduated response through early years action and action plus.

Casa Tierra believe in inclusion. This involves ensuring:

- 1 All children with SEN have their needs met.
- 2 A child's SEN is/are identified early.
- 3 We promote good and best practice.
- 4 We work in partnership with parents/ carers.
- 5 We review intervention regularly through IEP review.
- 6 We employ a multi-disciplinary approach.

Children with SEN should be offered full access to a broad, balanced and relevant education.

The SEN Lead takes responsibility for:

- Liaising with parents and professionals.
- Advising and supporting other practitioners in identifying, understanding and meeting the individual needs a child may have.
- Ensuring children with Special needs are on the correct stage of help and support.
- Supporting staff in writing and reviewing IEPs.
- Ensuring relevant background information about individual children with additional needs is collected, recorded and updated.

a. WORKING WITH PARENTS/CARERS OF CHILDREN WITH SEN

Our parents and carers have given us the privilege of working with their child to ensure they develop to their fullest potential within our setting. We value the opportunity to work together with parents/carers, sharing information, this is done through one-on-one conversations with them on a daily basis regarding their child's day at the setting and how they were throughout the day. This will help us to work even more closely and effectively to ensure the child's best interests are central to everything we do.

When applying for a place at Casa Tierra, parents/carers should be aware that it does not matter what disability a child has; if the setting does not already have the capabilities to support that child, we will seek help.

We work with the Southwark Early Intervention Team who have the necessary experience and give valid support in all areas of development. We also have access to outside agencies that are able to help parents/carers where English is not their first language.

b. SEN CHILDREN WITH SPECIAL DIETARY AND/OR OTHER REQUIREMENTS

Each family comes to us with their own views and expectations; we will endeavour to facilitate all, as long as it is not against Casa Tierra's policies and procedures. If a child is next on our waiting list he/she will be admitted if a place becomes available.

If we have any concerns about a child after admission, documentation will be prepared by the Key Person and discussed with the parent/carer. If there is a need to take action, we will arrange to meet with a team, which will include the parent/carer, Key Person, Special needs Lead and any other professional who needs to be included (See 'Children with Special Rights' procedures).

We do not 'label' children as having additional needs. Instead, we complete observations on all our children to take note of any changes (be that behavioural or developmental) we may have noticed.

There are documents which help us to plan effectively for children with Special Rights such as Individual Educational Plans (IEPs) which help us ensure the child's fullest potential is reached.

In planning for children with Special Rights, we endeavour to show differentiation through our planning process; this is where we ensure all aspects of the child's growth and development are taken into consideration, this can involve tailoring and adapting the way we work with the child but no less stimulating.

At Casa Tierra we review children's progress each term, as a standard issue. However, we do also review our IEPs with the relevant persons both from outside agencies and the parents/carers as well as the relevant team member when the review dates come up.

We also make ourselves available to parents/carers to talk about their child's progress, although we ask parents to arrange this time in advance if possible to ensure adequate cover is maintained in the staff ratio.

If we find that at any time a child is in need of further equipment and/or resources, we will then research and acquire what is necessary to assist us in this developmental need.

Staff are sent on regular training to update their knowledge and understanding of how best to care for the needs of all children in our setting. They are also given the opportunity to talk with their line manager about their personal needs in terms of qualifications they wish to gain, this is done during monthly performance review meetings.

The staff, through their close relationship with both the children and their parents/carers, may learn more about the families using the setting. All staff are aware that this information is confidential and only for use within the setting. If any of this information is requested for whatever reason, the parents' permission will be sought. If however a child is considered at risk our Safeguarding policy will override confidentiality.

Through our induction of new staff, each policy document is made available and staff are encouraged to enquire about anything which is unclear. There is an Employee Handbook which they will need to sign to guarantee confidentiality will be maintained and our policies and procedures will be followed.



In the event that Casa Tierra may need to contact professionals outside the setting, the parents' consent is obtained in advance to ensure the additional support which is needed will be provided as soon as possible.

c. CHILDREN WITH SEN PROCEDURE

In the event of noticing that a child has any kind of individual need, which may include a disability, the following procedures will be followed:

1. The child's Key Person will start to make factual, non-judgmental observations of the child and take notes.
2. The child's Key Person will share their concern with the child's parents/carers, taking into consideration the following:
 - Remaining sensitive and tactful whilst discussing the concerns
 - Acquiring information on how the child behaves at home
 - Establishing whether the parents/ carers already have any concerns
3. Other Casa Tierra staff will be consulted to ensure that the concerns are warranted.
4. The Southwark Early Intervention Team will be contacted for input and advice on next steps to be taken to acquire the right level of support for the child.
5. Parents/carers' consent must be sought before the area Early Intervention Team advisor starts to observe the child. Other professional bodies may also be contacted, as appropriate.

8. COMPLAINTS POLICY & PROCEDURE

We aim to work in close partnership with parents/carers to meet the needs of their children.

We encourage parents/carers to discuss any concerns with us as soon as they arise. If there is any aspect of our service you are not happy with, please bring it to our attention either verbally or in writing so an appropriate time, which is mutually convenient, will be arranged to discuss the issue and every effort made to resolve it in this manner.

We have a mandatory duty to investigate all complaints relating to the national standards for childcare.

Depending on the nature of the complaint, we will investigate it ourselves or it will be passed on to **LADO** (24hrs) & **Ofsted** (within 14 days) to investigate.

Parents can call the Professional Association for Childcare and Early Years information line on 0300 003 0005 for impartial advice.

You will be notified of the outcome and receive a copy of any written records regarding the complaint within 28 days. All complaints will be recorded, along with any action taken on Ofsted's Provider Complaints Record.

The following steps may be taken by parents who have concerns about a child or about the running of Casa Tierra:

- In the case of matters needing further consideration, parents should discuss it with the Manager on duty who will look into it and work out an acceptable solution with the Parents.
- If parents feel that the Manager has not satisfactorily dealt with any issue, the

Director will investigate their complaint in detail and endeavour to reach a satisfactory solution in the best interest of the children under our care.

- If parents feel that the Director has still not satisfactorily dealt with the issue, parents should contact **OFSTED** with which Casa Tierra is registered, at the following address:

Early Years
Piccadilly Gate
Store Street
Manchester
M1 2WD
Tel: 0300 123 321

You can also call the local multi agency safeguarding hub for Southwark (known as **MASH**) for any concern around children on:

020 7525 1921

020 7525 5000 (out of hours)

Email: mash@southwark.gov.uk

- The **LSP** (Local Safeguarding Partnership) from Southwark will also support.
- Parents will receive a written reply to their complaint.

We keep a written record of all complaints, recording the following:

- Name of person making the complaint.
- The national standard(s) to which the complaint relates.
- Nature of the complaint.
- Date and time of the complaint.
- Action taken in response to the complaint.
- The outcome of the complaint investigation (for example, the ways in which the service has improved).



- Details of the information and findings that were given to the person making the complaint, including any action taken.
- A summary of the complaint to provide on request to any parent of a child for whom we look after.

Records will be kept for 10 years.

9. DATA PROTECTION POLICY

This policy will work alongside the Privacy Notice to ensure compliance under the General Data Protection Regulation (GDPR).

- We are obliged to comply with these two pieces of legislation:
 - Data Protection Act 2018
 - EYFS Statutory Framework, page 26, Information & Records.
- Information must be stored fairly, lawfully and transparently.
- Confidential information about the children and families we look after has to be held securely and can only be accessed by those who have a right or professional need to see them (the parent of the child/Ofsted in some cases/Child Protection Investigation Staff and the ICO if investigating a complaint).
- We are obliged to make sure information is accurate and kept up to date and then destroy information no longer needed securely via shredding.
- We will obtain parental permission before sharing any information about a child (unless that parent was under investigation for a child protection matter).
- We will not share information that might be sensitive such as health or financial information about a family with others.
- All accidents and significant incidents are recorded on Kinderly.

Storage of information:

- Information is stored securely as follows:-
 - Paper records in a locked filing cabinet.
 - Computer files in a password protected file.

This is in line with the Data Protection Act of 2018. We are registered with the ICO as we keep photos of the children for use in their observations and have extensive information on them in these and their two-year checks.

a. DATA RETENTION TIMINGS:

We use the following guidelines to determine how long we store personal data:

- General parent and staff details (incl. name, address and other personal details) as well as contracts and declarations: 7 years
- General child details, accident/incident and behaviour records: 21 years
- Child Social Services information/or child protection referrals: 25 years

Discussions with parents:

- If we need to discuss a child with a parent, you will be invited in to discuss your child with us in a separate room from other families and staff.
- We would ask you to stay after the other parents have gone so that other parents don't hear the discussion.
- We would ask other staff to ensure all other children, including our own are entertained elsewhere, well out of earshot of our discussion, for the duration of the conversation.

For further information about data storage, please contact:

Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire, SK9 5AF

Tel: 0303 123 1113 Fax: 01625 524 510 Web: <https://ico.org.uk/>

b. OUR LEGAL REQUIREMENTS:

- We follow the legal requirements set out in the Statutory Framework for the Early Years Foundation Stage (EYFS) 2021 and accompanying regulations about the information we must hold about registered children and their families and the staff working at Casa Tierra.



- We follow the requirements of the General Data Protection Regulation (Regulation (EU) 2016/679 (GDPR) and the Freedom of Information Act 2000 with regard to the storage of data and access to it.

c. GENERAL DATA PROTECTION REGULATION (GDPR) COMPLIANCE:

In order to meet our requirements under GDPR we will also undertake the following:

- We will ensure our Privacy notice is easily accessed/made available in accurate and easy to understand language.
- We will store children's data only to support the education and care of the children.
- We will only contact parents regarding their own children or relevant Casa Tierra events and updates. We will not share or use parent data for other purposes.
- All information and records relating to staff will be kept confidential in a locked cabinet, or on the password protected computers of the Director. Individual staff may request to see their own personal file at any time.
- Everyone at Casa Tierra understands that people have the right to access their records or have their records amended or deleted (subject to other laws and regulations).

d. PRIVACY NOTICE FOR CHILDREN ATTENDING CASA TIERRA AND THEIR PARENTS

PROTECTION PRINCIPLES:

We will comply with the data protection law, this states that the personal information we hold about you must be:-

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.

4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

e. THE KIND OF INFORMATION WE HOLD ABOUT YOU:

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

There are “special categories” of more sensitive personal data which require a higher level of protection, such as information about a person’s health or sexual orientation.

Children:

We will collect, store, and use the following categories of personal information about children:-

- Name.
- Date of birth.
- Home address.
- Dietary requirements.
- Attendance information.
- Photographs of the child to signpost children to where their belongings are stored at the setting that they attend, and also for general display/documentation purposes.
- Emergency contacts should parents be unavailable and the emergency contacts’ contact details.
- Records for each child containing the work of the child whilst at the setting, observations about the child’s development whilst at the setting from Employees of Casa Tierra, specific examples of the child’s progress, photographs demonstrating the child’s development whilst at the setting, and personal details of the child e.g. their date of birth.

- Records relating to individual children e.g. care plans, common assessment frameworks, speech and language referral forms.
- Accidents and pre-existing injuries forms.
- Records of any reportable death, injury, disease or dangerous occurrence.
- Observation, planning and assessment records of children.

We may also collect, store in password-protected files, and use the following “special categories” of more sensitive personal information:-

- Information about a child’s ethnicity, spoken language and nationality.
- Information about a child’s health, including any medical condition, health and sickness records.
- Information about a child’s accident or incident reports including reports of pre-existing injuries.
- Information about a child’s incident forms / Child Protection referral forms / Child Protection case details / reports.

Parents:

We will collect, store, and use the following categories of personal information about parents:-

- Name
- Home address
- Telephone numbers, and personal email addresses
- National Insurance number
- Bank account details
- Photos and videos from events and life at Casa Tierra’s / children’s learning journeys and documentation.

We may also collect, store and use the following “special categories” of more sensitive personal information:-

- Information about a family’s ethnicity, spoken language and nationality
- Conversations with parents where employees of the setting deem it relevant to the prevention of radicalisation or other aspects of the government’s Prevent strategy

f. **HOW WE WILL USE INFORMATION ABOUT YOU**

Children and Parents:

We collect personal information about children and parents from when the initial enquiry is made by the parents, through the enrolment process and until the children stop using Casa Tierra’s services (mostly stored in Kinderly).

We will only use your personal information when the law allows us to. Most commonly, we will use your personal information in the following circumstances:-

1. Where we need to perform the contract, we have entered into with you.
2. Where we need to comply with a legal obligation.
3. Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.

We may also use your personal information in the following situations, which are likely to be rare:-

1. Where we need to protect your interests (or someone else’s interests).
2. Where it is needed in the public interest or for official purposes.

Situations in which Casa Tierra will use personal information of Children

We need all the categories of information in the list above (see the Children Section within the paragraph entitled 'The Kind of Information We Hold About You') primarily to allow us to perform our obligations including our legal obligations to safeguard children.

The situations in which we will process personal information of children are listed below:-

- Upon consent from the parents, personal data of children will be shared with schools for progression into the next stage of their education.
- Personal information about children will be shared with local authorities without the consent of parents where there is a situation where child protection is necessary.
- The anonymised personal information of children will be shared with local authorities with the consent of parents for funding purposes.
- Ofsted will be allowed access to Casa Tierra's systems to review child protection records:-
 - o To ensure we meet the needs of the children.
 - o To enable the appropriate funding to be received.
 - o Report on a child's progress whilst within the setting.
 - o To check safeguarding records.
 - o To check complaint records.
 - o To check attendance patterns are recorded.
 - o When a child's progress report is given to their parent in order for that parent to pass the same progress report.
 - o Report to a school for application or enrolment purposes.

Situations in which Casa Tierra will use personal information of Parents

We need all the categories of information in the list above (see Parents Section within the Paragraph entitled 'The Kind of Information we Hold About You') primarily to allow us to



perform our contracts with parents and to enable us to comply with legal obligations. The situations in which we will process personal information of parents are listed below:-

- The anonymised personal information of parents will be shared with local authorities without the consent of parents for funding purposes.
- To report on a child's attendance.
- To be able to contact a parent or a child's emergency contact about their child.
- To ensure Casa Tierra fees are paid.

If Parents fail to provide personal information

If parents fail to provide certain information when requested, we may not be able to perform the respective contracts we have entered into with parents, or we may be prevented from complying with our respective legal obligations to children and parents.

g. Change of purpose

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify the parent, as is appropriate in the circumstances, and we will explain the legal basis which allows us to do so.

Please note that we may process a parent's personal information without their respective knowledge or consent, as relevant to the circumstances, in compliance with the above rules, where this is required or permitted by law.

h. How we use particularly sensitive information



“Special categories” of particularly sensitive personal information require higher levels of protection. We need to have further justification for collecting, storing and using this type of personal information.

We have in place an appropriate policy document and safeguards which we are required by law to maintain when processing such data. We may process special categories of personal information in the following circumstances:-

1. In limited circumstances, with a parent’s explicit written consent.
2. Where we need to carry out our legal obligations or exercise rights in connection with employment.
3. Where it is needed in the public interest, such as for equal opportunities monitoring or in relation to our Occupational Pension Scheme.

Less commonly, we may process this type of information where it is needed in relation to legal claims or where it is needed to protect a child or a parents’ interests (or someone else’s interests) and the child or parent as appropriate is not capable of giving consent or where the parent has already made the information public.

i. Data Sharing

We may have to share child or parent data with third parties, including third-party service providers and other entities in the group. We require third parties to respect the security of your data and to treat it in accordance with the law.

Why might Casa Tierra share Child or Parent personal information with third parties?

We may share a family’s personal information with third parties where required by law, where it is necessary to administer the working relationship with you or where we have another legitimate interest in doing so, with a parent’s permission.

Which third-party service providers process my personal information?



“Third parties” includes third-party service providers (including contractors and designated agents), local authorities, regulatory bodies and schools. The following third-party service providers process personal information about you for the following purposes:-

- Local Authorities — for funding and monitoring reasons e.g. equal opportunities and uptake of funded hours.
- Regulatory Bodies — for ensuring compliance and the safety and welfare of the children.
- Schools —to provide a successful transition by ensuring information about the child’s progress and current level of development and interests are shared.

How secure is my information with third-party service providers and other entities in our group?

All our third-party service providers and other entities in the group are required to take appropriate security measures to protect your personal information in line with our policies. We do not allow our third-party service providers to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions, and where required, with your permission.

When might you share my personal information with other entities in the group?

We will share your personal information with other entities in our group as part of managing our contract with you. For example:

- We will store confidential records in a locked filing cabinet in our office and/or on our online systems of record (Kinderly).

j. **Data Retention**

How long will you use my information for?

We will only retain your personal information 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. Details of retention periods for different aspects of your personal information are available in our Data Protection and Confidentiality Policy. To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means and the applicable legal requirements.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you. Once you are no longer a child benefiting from the setting's services or a parent, as is appropriate, we will retain and securely destroy your personal information in accordance with applicable laws and regulations, though we are required by Ofsted to maintain certain records of previous children attending our setting for a fixed period.

k. **Right of Access, Correction, Erasure and Restriction**

Your duty to inform us of changes

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your working relationship with us.

Your rights in connection with personal information

Under certain circumstances, by law you have the right to:-

- Request access to your personal information (commonly known as a “data subject access request”) this enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- Request correction of the personal information that we hold about you, this enables you to have any incomplete or inaccurate information we hold about you corrected.



- Request erasure of your personal information, this enables employees or parents to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- Object to processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- Request the restriction of processing of your personal information, this enables employees or parents, as is appropriate, to ask us to suspend the processing of personal information about you for example if you want us to establish its accuracy or the reason for processing it.
- Request the transfer of your personal information to another party.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact the manager in writing.

No fee is usually required

You will not have to pay a fee to access your personal information (or to exercise any of the other rights).

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.



I. Right to withdraw consent

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent please contact the Data Manager, once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

m. Changes to this privacy notice

We reserve the right to update this privacy notice at any time, and we will provide You with a new privacy notice when we make any substantial updates.

We may also notify you in other ways from time to time about the processing of your personal information.

If you have any questions about this privacy notice, please contact Becca Greig, Casa Tierra Director and Data Manager.

I, _____ (Parent), acknowledge that on

_____ (date), I received a copy of the Casa Tierra’s privacy notice for Children and Parents and that I have read and understood it.

Signature:

Name:

10. DISPOSAL AND WASTE PROCEDURE

To minimise the risk of infection we ensure that:-

- All staff members wear disposable gloves when changing nappies
- Bodily fluid, vomit, blood, etc. is cleaned and sanitised
- Changing mats are cleaned after each use with anti-bacterial spray
- Any soiled clothes are sluiced and placed in a suitable bag
- Staff should wash and sanitise their hands before and after handling any bodily waste or bins
- Hands should be sanitised (using in-room sanitizers) after wiping a child's nose.

11. ECO POLICY

At Casa Tierra, we are keen to be as sustainable as possible and help the children appreciate the environment. Examples of how this works in practice include the following:-

- Reducing the use of wipes by having individual cloth wipes for each child to wipe their faces and hands (gentler on skin as a bonus!)
- A keen emphasis on nature play with our activities for the children including inviting in a Forest School teacher.
- The children will grow their own fruit, veg and herbs.
- Visiting local green spaces on foot such as the ED Centre for Wildlife Gardening, Goose Green and Peckham Rye as well as visiting local farms.
- Using more natural products for arts & crafts and less products like glitter which is a micro plastic.
- Involving the children in recycling with junk modelling.
- Using food such as quinoa, pasta, corn flour & water for messy play rather than artificial products plus making our own herbal play dough.
- Buying good quality second hand toys at times rather than always new and favouring wooden over plastic toys.
- Visiting libraries and borrowing books.
- Asking parents to buy more environmentally friendly nappies and wipes.
- Using eco-friendly cleaning products and less plastic cleaning items like scourers, e.g. we use cotton ones and coconut husk pan scourers etc.



- Using recycled paper products like toilet paper and kitchen roll.
- Composting our food waste.

Employees are asked to take extra care to:-

1. Avoid unnecessary use of resources and energy.
6. Recycle all materials/refuse wherever possible.
7. Be creative in their use/recycling of certain materials (which would also benefit the children's creative development).
8. Consider sustainable sourcing wherever possible.

Employees and Clients are asked, wherever possible, to do their best to come to the setting by foot or cycle as well as to use public transport or car-pooling as an alternative means of transport to get their child to and from the setting.

If travelling to the setting by car, parents are asked not to leave their car at the setting or surrounding streets. This adds to the already difficult parking situation for our neighbours.

Upon their official engagement/enrolment with Casa Tierra, Employees and Clients will be given a form to sign, acknowledging their understanding of, and agreement to, this Policy. Their offer will be conditional to this acknowledgment being signed.

This is an evolving policy and we are keen to have parental input with suggestions and collaborations with this.

12. EQUAL OPPORTUNITIES POLICY

In accordance with the Equality Act 2010, we will make sure that we actively promote equality of opportunity and anti-discriminatory practices for all children and adults.

We positively value and respect all individuals - adults and children - and it is our aim to demonstrate this through everything that we do. We take all reasonable steps to promote and practice equal opportunities regardless of ethnicity, gender, religion, culture, social background and linguistic ability.

PROCEDURE

We recognise and welcome all legislation and existing codes of practice produced by appropriate commissions, for example the Equality and Human Rights Commission.

We value and respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping. We will also not discriminate against children or family members on the grounds of disability, sexual orientation, age, class, family status, and HIV/Aids status.

We provide equal chances for each child to learn and develop to their full potential, taking into account each child's age and stage of development, gender, ethnicity, home language, and ability. For example, all children will be encouraged to try a range of dress up costumes if they choose, and these will not be separated by gender. If a boy wants to wear a princess dress and a girl a firefighter's uniform for this will be fully supported.

We provide, and make sure that, all children have access to, a range of books, puzzles and other toys which provide positive images and examples of the diversity of life in our society.

These include:-

- Spacegirl Pukes - about a girl with lesbian Mums
- Who's in a Family - celebrates all different family types
- All Kinds of People - celebrates difference such as ethnicity, body type and Disability
- Princess Smartypants - challenges traditional gender roles in fairy tales
- King and King - about a Prince who falls for another Prince instead of a Princess
- It's Okay to Be Different - a very simple book introducing diversity
- My Granny is a Pirate - challenges sexism and ageism
- The Family Book - celebrates all family types
- Lima's Red Hot Chilli - a book in Bengali as well as English

In line with our bilingual practice, a number of books in both Spanish and English are read to children regularly.

We challenge racist and discriminatory remarks, attitudes and behaviour from the children in our care and other adults. Families attending will need to support our equal opportunity policy, failure to do so will resort to a verbal warning initially, followed by a written warning and may lead to a contract being terminated.

We always help children to feel good about themselves and others by celebrating the differences, which make us all unique for example, we attend events at local children centres, nurseries and schools we are connected to that celebrate Christmas, Diwali, Black History Month etc. as well as celebrating these festivals particularly if they are part of a child's culture in our setting.

We take children to museums to enhance their understanding of different cultures such as the permanent exhibition of musical instruments from all over the world at The Horniman Museum which is local to us.

At home we listen to a wide range of music from different cultures. As part of our numeracy, we learn to count to ten in several languages – e.g. Spanish and any other language of the children attending.



At Casa Tierra we recognise that discrimination is unacceptable and for that reason we have made the decision to adopt a formal equal opportunities policy. Breach of the policy will lead to disciplinary proceedings and, if appropriate, disciplinary action. The aim of the policy is to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of ethnic or national origin, religious belief, sex, marital status, sexual orientation, gender reassignment, age or disability.

We will ensure that the policy is circulated to any agency responsible for our recruitment and a copy of the policy will be made available for all employees and made known to all applicants for employment.

The policy will be communicated to all private contractors reminding them of their responsibilities towards the equality of opportunity.

The policy will be implemented in accordance with the appropriate statutory requirements and full account will be taken of all available guidance and in particular any relevant Codes of Practice. We will maintain a neutral working environment in which no employee or worker feels under threat or intimidated.

13. FEES & PENALTY FEES POLICY

All fees are to be paid per calendar month, in advance of care and cleared by the first of the month by Bank Transfer or Childcare vouchers. Fees vary depending on the number of days your child attends and fees shall be due even when a child does not attend due to sickness, family holiday or any other reason outside the contracted agreement.

Casa Tierra will be closed for 15 working days a year and fees are still payable during this time. Casa Tierra is also closed for bank holidays or any other statutory holidays but will be paid in full for those days. If your family holidays do not coincide with our own, your child's care place will be retained in his/her absence and therefore will be paid for as normal and not refunded due to absence.



When the contract is terminated, the balance of holidays for the year will be taken or paid before the final day's care.

Care will not be provided until the funds have cleared and these must clear by the first of each month.

Late Payment Fees

If fees are not cleared in advance of care, care will not be given until fees have cleared. Penalty fees apply to late fees and are charged at 10 percent per day.

Late Collection Fees

Late fees are charged in increments of £10 per 10 minutes this is to ensure that parents realise the importance of collecting their children on time so that routines are not disrupted. This late collection fee will be paid to the staff attending the late collected child.

The sum of a child's first monthly fee is required within 5 days of their offer letter being sent to secure a child's place at Casa Tierra. This deposit is allocated to their first month's fee, but not refundable in the event that the child's enrollment should be terminated before the end of their first month. Parents are also asked to provide two full calendar months (8 weeks) notice in writing to terminate their child's attendance at Casa Tierra.

Sessions run as follows: Core-day 8.00am - 6.00pm

14. FIRE SAFETY PLAN & FIRE EVACUATION PROCEDURE

Please see detailed explanation in the separate document.

1. The evacuation signal is a continuous ringing of the bells around the house and the fire alarm.
 2. In the event of an emergency evacuation, children will be taken from the building by Casa Tierra staff to the assembly point to await clearance for the safe return to the setting.
 3. Staff are fully aware of all emergency points and are familiar with locations of the various types of fire equipment and their purposes.
1. If possible on discovering a fire staff will use the nearest emergency call point to raise the alarm whilst taking care not to endanger either themselves or the children or any other persons they are responsible for (ie. visitors)

Staff will:

1. Keep calm and walk swiftly, taking the children to the nearest fire exit.
2. Evacuate all children from the whole building and take them to the assembly point.

Team Leaders will:

1. Take the register and contact book for the children in their room to the assembly point
3. Check all registers to ensure all staff/children and visitors are present.

Casa Tierra staff will not:

1. Stop to gather personal belongings.
2. Re-enter the building unless permitted to do so by the authorised Fire Warden or Fire Officer.

Note: In the event that the 1-2's room needs assistance with the younger ones a pre-allocated pre-school staff member will be assigned to help.

FIRE EVACUATION ASSEMBLY POINT IS OUTSIDE THE HOUSE ACROSS THE ROAD.

15. FIRST AID POLICY

At Casa Tierra it is our policy that if a child becomes ill while in our care every effort will be made to contact the parents to take them home.

We have first aid kits in each room, staff room, kitchen, gardens and the office.

At least one member of staff in each room has their first aid certificate although we strive to have all staff first aid trained.

A travel first aid kit is always available and regularly checked and is to be used on all outings.

All first aid kits should be checked regularly using a checklist and a first aid risk assessment.

Un-prescribed painkillers are strictly not allowed to be given to any person within the setting under any circumstances, with the exception of Calpol for children with a tendency to suffer from febrile convulsions (See Medication Policy).

Cold compresses are always available in the setting and can be found in the fridge.

FIRST AID PROCEDURES

In the setting

- In the event of an injury or medical emergency the first aider is to be called to deal with the situation.

- Any child who has been injured is to be looked after by a member of staff to ensure that he/she is comfortable.
- Parents should be contacted as soon as possible so that the child can be collected and taken home. If the parents are not accessible, emergency contacts should be called.
- If the situation is life threatening then an ambulance should be called at the earliest opportunity without waiting for the appointed person to arrive to the setting.
- We strictly recommend that no member of staff should administer first aid without a witness (another member of staff).
- No member of staff or volunteer helper is to administer first aid unless he or she has received proper training, except in the case of minor cuts or grazes, which can be dealt with by any member of staff.

Out of the setting

- Staff members must take the Casa Tierra mobile phone/s on trips out of the setting.
- Managers must check that the children who have asthma take their inhalers
- A travel first aid kit must be taken on all outings.

Action at an emergency

1. Action must be undertaken by a trained First Aider
3. The Staff should:-
 - a. Make the area safe, look at the injury
 - b. If there is no response, they should open the airway by placing one hand on the forehead and gently tilt the head back. Remove any obvious obstruction from the mouth and lift the chin up.



- c. Check for breathing. If the casualty is breathing, assess for life threatening injuries and then place in the recovery position. If the casualty is not breathing send for an ambulance and give two rescue breaths, making 5 attempts at least.

- d. Assess for signs of circulation. Look for breathing, coughing or movement. If present, continue rescue breathing and check signs for circulation every minute.

16. HEALTH & SAFETY POLICY

We aim to promote the good health of children in our care at all times. We will do this by applying high standards of hygiene to prevent the spread of infection.

Hygiene:

- Individual facecloths will be used for cleaning children after meal times.
- Children will be encouraged to wash their hands before meals and after using the toilet. Individual hand towels will be provided for each child.
- Parents/carers are to provide a spare set of clothing.
- Any items provided by the parent/carer for their child will be used for that child only.
- All bottles/teething aids/dummies will be sterilised as required.
- Children's awareness of good hygiene procedures will be promoted by staff setting a good example.

Food Handling and Storage:

- We will wash our hands and ensure that utensils and surfaces are thoroughly cleaned before preparing food.
- Food will be stored in accordance with the manufacturer's guidelines, particularly in the case of commercial baby food.
- We will ensure that food is thoroughly cooked or re-heated.
- Partially eaten or used food will not be re-offered.
- Children will be offered healthy meals and snacks.
- Children will be made aware that fresh drinking water is available at all times and will be offered drinks regularly.
- We are aware of the allergens and will adhere to children's dietary requirements, as informed by parents and/or medical professionals.

Smoking and vaping:

- This is a non-smoking setting and no smoking or vaping is permitted in the presence of children at any time.

SAFETY

All of our staff have a contribution to make in ensuring that the setting is always a safe and healthy place in which to work.

The safety of children in our care is fundamental to their welfare. We aim to promote safety within our childcare setting and on outings and will take proper precautions to prevent accidents. We will take the following actions:-

Reduce Hazards:-

- Cover sockets and ensure any trailing wires or switches are made safe.
- Ensure sharp objects, household tools, medicines, household cleaning products, and any dangerous equipment, are stored out of reach of children.
- Ensure all doors are fitted with anti-close equipment.
- Child-resistant locks are fitted on all windows.
- Ensure toys and play equipment are safe and age appropriate for children, with no sharp edges and no loose or broken parts.
- Ensure outside play equipment is safe, and check for any hazards.
- The kitchen door is to be kept shut at all times.
- All hot drinks are strictly not allowed in the children's play areas

Supervision:

- The children we care for will be in our sight or hearing at all times.
- Babies and toddlers require close supervision. We will keep them within sight at all times.
- We are aware of the need for closer supervision at times when the children are arriving and departing and when going out.

Fire Safety:

- We have an emergency plan which includes fire safety procedures.
- We practice our fire drill with the children at least twice a year.

Accidents:

- All accidents/incidents will be recorded in the PACEY Accident/Incident Record Book or on Blossom and it will be signed by the parent/carer at the time of collection.
- Medication & emergency treatment consent forms are kept and updated as required.
- Medication records are kept and updated as required.

Outings:

- When going out we will make sure we take contact details for children, mobile phones, spare clothes, suitable clothing according to the weather (warm clothing, waterproofs, sunhats and sun block) nappies, baby wipes, tissues, drinks and snacks.
- We will be aware of road safety and will make sure we cross the road carefully and in a safe and appropriate place.



- All children will be closely supervised when out.

Insurance:

- As registered childcare providers we are required by law to have adequate insurance.
- We have a Public Liability insurance certificate which is available for parents to see.

Risk Assessment:

- We carry out a visual check of our house each day, checking for any potential hazards.
- Every 6 months we complete a written risk assessment of the working environment.
- We complete risk assessments for trips/outings.



17. HEALTHY EATING POLICY

In the interests of safeguarding your child it is important that they receive only healthy foods and drink and an adequate supply.

We are legally bound to follow strict government recommendations on healthy eating and do not offer the children in our care any food/drink that is not deemed healthy (with the exception of rare treats such as birthday cakes).

Please do not provide your child with any unhealthy drink or food for them to consume during the care day.

Children in our care will only be given water or milk to drink.

As a provider of food, we are aware of the 14 allergens children may be allergic to and provide information about these on our sample menus. Please inform us if your child suffers from any allergies so we can change the food we provide accordingly.

18. HYGIENE POLICY

It is very important to prevent the spread of germs and illnesses. Hygiene procedures are in place and strictly adhered to.

Children are encouraged to wash their hands after going to the toilet/toileting, touching animals and playing outside. They must also wash their hands before eating any meals or snacks. We will assist the children in hand washing, ensuring that they are washing and drying them correctly.

We will provide a clean towel or paper towel in the bathroom.

We are happy to help children with their oral hygiene after meals if parents provide us with a toothbrush & toothpaste.

We will assist children with wiping their noses when they have colds and try to teach them how to blow their noses. We will explain to them the importance of safely throwing away dirty tissues to prevent the spread of germs. We also encourage them to put their arm over their mouths when they cough (spreads less germs than coughing into their hands).

In order for us to carry out these procedures effectively we will need parents to provide nappies, labelled cream, wipes, spare seasonally appropriate clothes for the children, sunscreen, sun hat, waterproofs, wellies etc.

a. NAPPY & TOILET TRAINING CARE POLICY

We are happy to accept babies and children in nappies. We will need you to provide us with the following:

- Nappies
- Any cream that you use on your child
- Baby wipes

We will provide a changing mat, which will be wiped over with disinfectant between each use and (biodegradable) nappy sacks for the disposal of used nappies. We will always use gloves when changing your child's nappy to reduce risk of cross contamination, if your child is allergic to these please let us know.

We are happy to take a child in real/cloth nappies. We will change your child regularly and immediately if they have soiled a nappy and believe that changing a nappy should provide lots of opportunity to communicate with your child, as their understanding grows this provides time to discuss basic hygiene issues, preparing them for potty training.

When your child starts to show signs that they are becoming aware of their bodily functions we will arrange a convenient time to meet with you and discuss your plans on potty/toilet training your child. It is unusual for a child to be ready to be potty trained much before their second birthday and for some children it can be a lot later, please do not be concerned if your child shows no signs of being ready yet. It is very important that we work together to potty train your child and pick a suitable time to do it, when we can both dedicate time. If we start the training and your child is not ready then we can stop and start again when they are. Some children take to potty training in a few weeks but for some it is a longer process. The most important thing is that we work together to give your child the support and reassurance they need during this period. We will provide you with daily feedback on how we are progressing with the training.

In order to help your child become independent in going to the toilet we can provide in our setting the following equipment:

- Potties
- Toilet trainer seat
- Steps for the toilet and the wash basin
- Books on potty training

Please let us know if you wish to discuss your child's potty training and when your child is ready, we shall plan a start date and method together. We favour the Oh Crap! Potty training method and have a book parents can borrow.

There are lots of useful websites and books, the following ones may be useful:

<https://www.amazon.co.uk/Crap-Potty-Training-Everything-Parenting/dp/1501122983>

<http://www.nhs.uk/Conditions/pregnancy-and-baby/pages/potty-training-tips.aspx#close>

<https://www.eric.org.uk/top-10-potty-training-tips>

19. HYGIENE FOR FOOD HANDLERS PROCEDURE

We will follow strict hygiene routines in our kitchen ensuring our fridge is at the correct temperature and that food is stored correctly in it. This procedure applies to anyone handling food or working in food handling areas.

Hands must be washed immediately before commencing work and after using the toilet. Any cut or burn on the hand or arm must be covered with an approved visible dressing (usually blue).

Head or beard coverings and overalls/uniforms, where provided, must be worn at all times.

No jewellery should be worn, other than plain band wedding rings. You should not wear excessive amounts of make-up or perfume and nail varnish should not be worn.

Nails should be kept clean and short (no longer than the tip of fingers, when looking at palms).

If you are suffering from an infectious or contagious disease or illness, or have a bowel disorder, boils, skin or mouth infection, you must not report for work without clearance from your own doctor.

Contact with any person suffering from an infectious or contagious disease must be reported and you must have clearance from your own doctor before commencing work. You must also report to the Operations Manager before commencing work.

Staff serving children's meals and snacks, or doing any food related activities, must wash and sanitise their hands (using the in-room sanitisers provided) before handling food and dishes.

20. ILLNESS & INFECTIOUS DISEASES POLICY

It is our policy to keep children safe when they are in our care, promote good health and take necessary steps to prevent the spread of infection within the childcare setting.

Staff will inform parents/carers of any minor symptoms of illness observed in their child when the child is collected. They will also contact parents/carers immediately in case of any vomiting, fever or prolonged diarrhoea and may request parents/carers to collect their child if they have a fever exceeding 38°C, severe diarrhoea, vomiting or are showing signs of distress or discomfort.

- If a child arrives at the setting with a disease or illness we believe to be infectious or that poses a risk to the other children in the setting or to staff we will refuse to provide care and request that parents take their child back home.
- If a child is taken ill whilst in our care, we will make every effort to contact the parent/carer immediately, the child should then be collected as soon as possible. While awaiting collection the child will be comforted and rested in a quiet area.
- If a child has been absent through illness he/she should stay at home until they are able to participate in a normal day at Casa Tierra, including outdoor play.
- If a child has been unwell over the weekend please inform us.
- If a child has been given paracetamol or ibuprofen before coming to Casa Tierra and has had a fever please keep your child at home until he/she is well to enjoy a day full of activities.

There may be incidents when we must ask for a child to be excluded from the setting both for the child's wellbeing and to safeguard our staff and other children from infection. Cuts



or open sores, whether on adults or children, will be covered with a plaster or other dressing.

Please note that if a child is considered well enough to attend Casa Tierra, they will be considered well enough to take part in all experiences on offer, including going on outings and into the garden.

We will inform the parents of the other children in our setting if a child we care for has a diagnosed infectious disease.

For a complete list of the illnesses that require exclusion from the setting, please refer to the 'Exclusion procedures for communicable illnesses' section of this document.

Procedure

If there is a child in the setting who becomes ill whilst with us, or whom we believe has an infectious illness or disease, we will carry out the following:

- Contact the parents, as agreed, to arrange for the immediate collection of the child and consult them on immediate care for the child.
- We will continue to care for the child and their particular needs such as cleaning up any body fluids/administering medicine/cooling them/giving reassurance and cuddles.

a. Exclusion Procedure for Illness/Communicable Diseases

If a child is unwell, they should not be in any care provision - not only to prevent the risk of infection spreading, but also because constant nursing and attention may be needed. If a child becomes unwell whilst at Casa Tierra, parents/carers will be asked to collect their child immediately. The child will be allowed to rest away from the other children until their parents/carers arrive to collect them.

Disease/Illness	Minimal Period of exclusion from Casa Tierra
Fever	If sent home ill, child must be off for 12 hours from when fever subsides
Vomiting	48 hours since last episode, unless signed off by GP
Diarrhoea* (*Defined as watery faeces discharged from the bowels frequently, not soft 'teething' related faeces)	48 hours since last episode, unless signed off by GP (children to be sent home after 3 consecutive episodes)
Conjunctivitis	Until redness and discharge have gone
Chickenpox	Until spots have crusted over (usually 7 to 10 days from appearance of rash)
Gastroenteritis, food poisoning, salmonella & dysentery	Until authorised by doctor
Hand foot & mouth	5 days from symptoms starting
Impetigo	Until sores have crusted over or 48 hours after treatment
Infective hepatitis	7 Days from onset of jaundice
Measles	5-7 days from appearance of rash
Meningococcal infection	Until fully recovered from illness
Mumps	Until all swelling has gone, usually about 10 days

Pertussis (Whooping Cough)	21 days from the onset of symptoms
Rubella (German measles)	10 days from appearance of rash
Shingles	Until spots have crusted over (usually 7 to 10 days from appearance of rash)
Scarlet Fever & Streptococcal infection of throat	24 hours from start of treatment Threadworm until treated
Tonsillitis	At least 48 hours after starting antibiotics
Tuberculosis	Until declared free from infection by doctor
Typhoid fever	Until declared free from infection by doctor
Pediculosis (lice)	Until appropriate treatment has been given
Ringworm of scalp	Until cured Ringworm of body 72 hours after treatment
Scabies	Until treatment is complete
Warts	None. We do however ask that parents have them treated or covered with a plaster at all times to protect other children from developing them.

Note: This procedure should be clearly displayed within the setting

b. INSURANCE REQUIREMENTS FOR CHILDREN WITH ALLERGIES AND DISABILITIES

The insurance will automatically include children with any disability or allergy but certain procedures must be strictly adhered to as set out below.

For children suffering life threatening conditions, or requiring invasive treatments, a written confirmation from our insurance provider must be obtained to extend the insurance.

At all times the administration of medication must be compliant with the Welfare Requirements of the Early Years Foundation Stage and follow procedures based on advice given in Managing Medicines in the Early Years.

Asthma inhalers are now regarded as "oral medication" by insurers and so documents do not need to be forwarded to the insurance provider.

- Oral medications must be prescribed by a GP or have manufacturer's instructions clearly written on them.
- The setting must be provided with clear written instructions on how to administer such medication.
- All risk assessment procedures need to be adhered to for the correct storage and administration of the medication.
- The setting must have the parents or guardians prior written consent. This consent must be kept on file. It is not necessary to forward copy documents to the insurance provider.

Life-saving medication & invasive treatments

Adrenaline injections (Epi pens) for anaphylactic shock reactions (caused by allergies to nuts, eggs etc.) or invasive treatments such as rectal administration of Diazepam (for epilepsy).

The setting must have:

- A letter from the child's GP/Consultant stating the child's condition and what medication if any is to be administered.
- Written consent from the parent or guardian allowing staff to administer medication.
- Key person to have the relevant medical training/experience, which may include those who have received appropriate instructions from parents or guardians or who have qualifications.
- If children appear unwell during the day have a fever, sickness, diarrhoea or pains, particularly in the head or stomach - the key person/team manager should call the parents and ask them to collect their child, or send a known carer to collect them on their behalf.
- If a child has a fever they are kept cool by removing the top clothing, sponging their heads with cool water, and to be kept away from draughts.
- Parents are asked to take their child to the doctor before returning them to Casa Tierra; the setting will refuse admittance to children who have a fever, sickness, 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.
- After diarrhoea, parents are asked to keep children home for 48 hours or until a formed stool is passed.
- The setting has a list of excludable diseases and current exclusion times.

When the setting becomes aware, or is formally informed of the notifiable disease, the Manager informs RIDDOR and acts on any advice given by the Health Protection Agency.

c. COVID19 Contingency Plan

We will minimise risk at Casa Tierra by following the following procedures:

Open as usual, with the following variations to our current provision:

- No outings to places where larger groups of people gather indoors such as playgroups, soft play, libraries, museums, farms etc.
- We will predominantly stay in the house, with outings only to green spaces.
- We will not take the children on any public transport.
- No unnecessary visitors to the house such as prospective new clients.
- Parents to drop at the door and not come into the house.
- Staff will stay over at the house where possible to reduce their use of public transport.
- We are already very careful re: hygiene routines but will ensure all those entering strictly wash their hands on entry and use antibacterial gel throughout the day. We will use paper towels instead of hand towels.
- Children will wash their hands more often and we will use wet wipes rather than face cloths.
- Our sickness policy will be strictly enforced with a firmer stance on coughs and other virus like symptoms.



- Any child with a fever must be collected within the hour and will be isolated with a staff member at the house until they are collected.
- If the staff or any members of our households develop symptoms we will follow government advice, and if self-isolation is advised, we may need to reduce numbers or close. We will immediately communicate this to you along with a revised action plan should that occur.

In addition:

- Families must keep us updated with information about whether they or any of their household have travelled to any of the coronavirus hot spots.
- If anyone in your household has a fever or cough, please let us know immediately and keep your child home for seven days if they too have symptoms.
- We will refuse at the door any child we deem to be too unwell to attend.
- We will review this policy in line with government advice as and when necessary.

21. Injuries Sustained During Minded Hours & Existing Injuries

As soon as your child becomes mobile, they will sadly endure minor injuries, falls, knocks and bruises are common. Sometimes scrapes, grazes and even cuts occur when they find their feet and fall down frequently.

If your child injures themselves whilst in our care, we will follow our First Aid training to administer the very best care and comfort.

We must also act on our Safeguarding Policy. The injury will then be documented in our Accident & Emergency file and we will ask you to confirm that the injury is consistent with the explanation and treatment on an official form. We will supply you with a copy of the form for your records.

If the injury is significant, or your child is in discomfort, pain or is upset and asking for you we will call and inform you of the incident and give you the opportunity to come and collect your child ASAP.

If your child injures themselves in your care please inform us of the incident, when it happened, how it happened and what was the treatment at or before the child's next day at the childcare setting again these injuries will be recorded and you will be asked to sign off on the form.

22. KEY PERSON POLICY

We operate a Key Person system.

Each child is allocated to a member of staff (the name of whom is communicated to parents at their Home Visit) who is responsible for ensuring that the child's learning and care is tailored to meet their individual needs.

The Key Person's role is to form a bond with the child (both during the initial settling in process and throughout their engagement as Key Person) using the information given by parents upon registration as well as by engaging with them day to day.

They are responsible for keeping records and observations on the child's development and using these records to move that child's learning forward (part of that process includes a baseline assessment as well as a two-year progress check when the child is between 24 to 36 months, and a Leaver's Report upon the child's departure from Casa Tierra).

The Key Person should encourage and support parents and/or carers in guiding their child's development at home. Parents can communicate with us via 'Kinderly postcard from home'. They should also help families engage with more specialist support if appropriate.

The Key Person does not have sole charge of the child throughout the day and they will not necessarily be the person giving feedback at the end of each day.

23. LOST CHILD POLICY AND PROCEDURE

We will safely supervise children when we go out on trips or outings, ensuring that there is a staff/child ratio of 1:3. When we are travelling to and from places, children will be strapped into the buggy, or if walking will be wearing reins or wrist straps for safety. If they are old enough to no longer need these, they will walk holding a staff member's hand or holding onto the buggy.

We will teach the children about safety when we are out and about and road safety in particular.

In the unlikely event that a child goes missing we will follow these procedures:

1. Alert the Manager or Director who will make enquiries from the relevant member of staff as to when the child was last seen and where.
4. Remember the safety of the other children with regard to supervision and security.
5. Ensuring that the remaining children are sufficiently supervised and secure, one or preferably two members of staff should search the building, garden and immediate vicinity.
6. If the child cannot be found within 10 minutes, then the parents must be informed.
7. Continue to search, opening up the area, keeping in touch with mobile phone if available.
8. If the child is not found the children must go back to the setting.
9. Two staff members will stay close to where the child has gone missing.
10. The Director to inform the police and provide the child's picture.
11. The child's parents will be informed of the situation. When the situation has been resolved the Health and Safety Officer and the Outing Leader should review the reasons for the loss of the child and establish measures to ensure that it does not happen again.

24. MEALS & SNACK MANAGEMENT POLICY & PROCEDURE

At Casa Tierra we ensure that mealtimes are a happy and enjoyable social occasion for the children, we also ensure that the children appreciate the benefits of food and healthy eating as well as the learning experience. We use meal times as an opportunity for all children to gain self-help skills by encouraging them to take turns to negotiate portion size, to ask for more and to share with others, this also ensures there is minimal waste and children manage what they eat.

Children are encouraged to say “please” and “thank you” where appropriate to their age/development stage. Children are encouraged to take part in food preparation such as setting the table and cleaning away which is followed through in cooking activities where good practice of healthy eating is made, as well as attention to hygiene. The importance of this is shown through washing their hands, before and after, sanitising tables and washing up equipment.

Casa Tierra offers a choice of hot lunches, freshly prepared on site by the cook, these include a vegetarian option followed by fruit/yoghurt/healthy homemade pudding. There is a variety of foods on offer that are healthy to ensure the children get a balanced diet.

We monitor children’s individual dietary requirements and where possible, adaptations are made for special dietary requirements due to health, religion and/or parents/carers expressed wishes.

Where special ingredients are requested by parents, the cost or procurement of these will be the responsibility of the parents.

All children receive breakfast (if arriving by 8:45) hot lunch and tea. Fresh water is available for the children all day as is milk given at meal times once a day. All meals are in accordance with Ofsted requirements, the School Foods Trust and the Eat Better, Start Better nutritional guidance for 1- to 5-year-olds (Jan 2012). We ensure that our menus introduce children to a wide variety of food, tastes (even some Latin and Spanish tastes) and experiences, as they grow they will hopefully continue to enjoy healthy eating habits.

Procedures:

- Individual dietary requirements will be met and respected at all times.
 - Nuts, and products containing nuts, are kept at a minimum. Every effort should be made to check all ingredients in pre-prepared and packaged food to ensure dangerous allergens are identified.
 - Cultural differences in eating habits will be respected at all times.
 - Children should be encouraged to help set the table (depending on age ability).
 - Children should be encouraged to use their cutlery appropriately (forks and knives depending on age ability).
 - Children should be encouraged to try everything and to eat what they are served.
 - Any child showing signs of distress (excessive crying) will have their food removed without fuss.
-
- Menus will be displayed for parents and carers to see. In line with the Food Information Regulation (Dec 14) our menus include a list of key allergens sometimes used in recipes, to help us identify any allergies, if required.
 - Menus will be adapted as and when required based on allergenic requirements as well as feedback from the children (and their parents) or to offer new culinary experiences.
 - Meal times will not be rushed but should be an opportunity for social skills to be practised.

25. MEDICATION POLICY

Medicine (both prescription and non-prescription) must only be administered to a child where written permission for that particular medicine and the medicine itself have been obtained from the child's parent and/or carer beforehand

Procedures

Casa Tierra is unable to take any requests to give the children any kind of medicine over the phone, unless parents are able to provide a complete and signed Medication Form with all the relevant details and the administration of medicines, and the medication has been provided in advance, labelled, as per our procedures laid out below.

Medication should also always be given by one member of staff, whilst witnessed by another member of staff.

The procedures for pre-administering medication are as follows:

- Obtain prior written permission from parents for each and every medicine to be administered before any medication is given.
- Keep written records of all medicines administered to children in our care.
- Inform parents when a medicine has been administered including the time and dosage.
- All medicines will be stored in an out-of-reach place and kept strictly in accordance with the product instructions and in the original container in which it was dispensed.
- We will work in partnership with parents to ensure the correct medication, dosage etc. is given.

- If the administration of prescription medicine requires technical/medical knowledge then we will attend training from a qualified health professional. The training should be specific to the child in question.
- Prescription medication will only be administered to the child if it is prescribed for by a doctor, dentist, nurse or pharmacist.
- 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.
- We will never administer medicines containing aspirin to a child under the age of 16 unless it has been prescribed by a doctor.
- If we have a child in our care with long-term medical needs then we will ensure that any staff in our setting have sufficient information about the child's medical condition and will work in partnership with parents to assist the administration of any prescribed medication.
- If a child requires antibiotics for a transferable infection, please keep your child at home where they can recover in peace and restrict cross-infection.

Medicine must be labelled with its prescription or by parents with the following details:

1. Date given to the setting
 2. The child's name
 3. The exact dosage required
 4. Time or times per day it is to be given
- The label on the medication container should be cross-checked against the details on the medication form by the two staff members before administering the medication.
 - Team Manager to sign the form to acknowledge receipt

The procedures for administering medication are as follows:

1. Two members of staff must attend the administration of medication at any time, one to administer the medication and the other to witness the administration & dosage to reflect the instructions given on the form.
2. Each administration of medication must be recorded on the medication form.
3. If more than one medication is to be administered, separate forms should be used for each medication type to avoid confusion.
4. Both members of staff must sign the form
5. Medication forms must be filled daily, even if it is for the same medication.
6. Once complete and fully used, the form should be kept in the child's file.

Note 1: Where a child is known to suffer from febrile convulsions, a health care form must be put in place to allow for the use of Calpol to be administered by a member of staff and thus manage the child's fever, whilst waiting for them to be picked up. In this case, even if the child's fever subsides, the setting's Exclusion Policy still applies and the child should be excluded from Casa Tierra for a minimum of 12 hours.

Note 2: All products used to manage teething pains (such as Bonjela) are considered as medication and require a medication form to be administered, with times and dosage clearly stated.

Note 3: This policy must be read in conjunction with the following documents:

- Illnesses and Infections policy
- Exclusion policy
- Health Care Plan Policy

26. MEDICATION STORAGE POLICY

Medicines should be labelled and kept in the Medication Fridge respective to each unit. It is the senior staff's responsibility to ensure that all medicines are stored in the correct manner and are not accessible to children.

Disposal

Medicines that are no longer required should be returned to the parents/carer for disposal at the earliest opportunity.

Manager and Staff Responsibility

The Manager/Deputy shall insure that a named person is responsible for medicines in the setting. The day-to-day process of giving medicine may be delegated to competent, trained staff.

Parents/Carers Responsibility

The parents must fill out a medication form to clear the storage and administration of medicines.

All medicines must be provided in their original packaging, fully labelled with the following:

- Child's name
- Name of the medicine
- Full directions for use and date of dispensing

All medications must carry instructions written in English, any medication with instructions in a language other than English will not be accepted for health and safety reasons.

27. OUTINGS POLICY

It is our policy to keep children safe on outings whilst in our care and promote their wellbeing.

In order to do this we will ensure that:

- The ratio of adults to children on any outing will never be less than 1:3.
- We will carry out a trial run and full risk assessment of the proposed outing.
- This document serves as written parental permission for children to take part in regular, local outings whilst in our care, and further specific written permission will be sought for longer or more involved outings.
- We take essential records and equipment for each child on outings as necessary, including contact telephone numbers for parents, a first-aid kit and a fully charged mobile phone.
- We keep records for parental inspection of any vehicles in which children are transported, including insurance details and a list of named drivers.
- Our cars have special business insurance.
- We will ensure that any driver transporting children in their own vehicle has adequate insurance cover.
- We adhere to our lost child procedure and make parents aware of the procedures in that policy.
- We will inform you of any trips planned.



- We use buggies, slings and wrist straps or back pack straps when walking along streets. Children are encouraged to get out and run round once in the park/at the farm etc.

28. SAFEGUARDING POLICY

The statutory definition of 'Safeguarding and Promoting the Welfare of Children' (Children Act, 2004). Our first responsibility and priority is towards the children in our care, if we have any cause for concern we will report it following the Southwark Safeguarding Children's Partnership (SSCP) procedures, the relevant local procedures that are held by us are available on request. We understand that child abuse can be physical, sexual, emotional and neglectful or a mixture of these, additionally we must notify Ofsted of any allegations of abuse that are alleged to have taken place while the child is in our care.

Procedure and Practices

All those living on the premises over the age of 16 or working with the children have a valid DBS check to ensure there are no pertinent criminal convictions, these certificates will be made accessible to all parents to read, as well as to Ofsted.

We have Public Liability Insurance.

All staff have attended Paediatric First Aid and Safeguarding Training which we will continue to attend regularly in order to keep up to date with current policies and procedures at the Local Authority.

We keep up to date with child protection issues and relevant legislation by taking regular training courses and by reading relevant publications, this helps us to be aware of the signs of abuse or neglect and what to do if we have a concern.

For any concerns about a **child's** welfare we will contact the **MASH** (Multi Agency Safeguarding Hub) team and for any allegations or concern around **adults** working with children we will contact **LADO** for a referral.

Child protection concerns that could identify a particular child are kept confidential and only shared with people who need to know this information.

Parents must notify us of any concerns they have about their child and any accidents, incidents or injuries affecting the child, which will be recorded.

We work together with parents to make sure the care of their child is consistent (please refer to the Working with Parents Policy).

If we notice:

- Significant changes in children's behaviour
- Unexpected bruising or marks or signs of possible abuse.
- Any comments made which give us cause for concern.
- Deterioration in general wellbeing which causes concern.
- Signs of neglect.
- Inappropriate behaviour displayed by other members of staff, such as an assistant or any other person working with the children, for example inappropriate sexual comments, excessive one-to-one attention beyond the requirements of their usual role and responsibilities or inappropriate sharing of images.

We will implement the Southwark Safeguarding Children's Partnership (SSCP) procedures without delay to minimise any risk to the child.

We will call the Designated Lead Officer (DLO) and the MASH (Multi Agency Safeguarding Hub) team immediately if it is known that a child is at risk of harm following it up with a letter within 48 hours. We will keep a factual record of the concern and will ask the parents for an explanation, providing it would not put the child at risk.

The standards for registered Settings in both England and Wales require us to let Ofsted know of any concerns that we have reported without delay.

If a child tells us that they or another child are being abused, we will:

- Show that we have heard what they are saying, and that we take their allegations seriously.
- Encourage the child to talk, but we will not prompt them or ask them leading questions. We will not interrupt when a child is recalling significant events and will not make a child repeat their account.
- Explain what actions we must take in a way that is appropriate to the age and understanding of the child.
- Write down what we have been told using exact words where possible.
- Make a note of the date, time, place and people who were present at the discussion then report our concerns immediately to the duty social worker who has the experience and responsibility to make an assessment of the situation.

If an allegation is made against us or one of the staff members we will report it to Local Authority Designated Officer (LADO) within 24 hrs and then to Ofsted within a window of 14 days. In reality we will contact Ofsted as soon as spoken to LADO as there will be a plan of action.

We will also follow Southwark Safeguarding Children's Partnership (SSCP) procedures ([Safeguarding The London Borough of Southwark • Southwark Safeguarding Children Partnership](#)).

In all instances we will record:

- The child's full name and address.
- The date and time of the record.
- Factual details of the concern, for example bruising, what the child said, who was present.
- Details of any previous concerns.
- Details of any explanations from the parents.
- Any action taken such as speaking to parents.



It is not our responsibility to attempt to investigate the situation ourselves.

In order to ensure all children are safe within our care risk assessments have been done for all activities we take part in. Children's photos will only be taken as evidence of learning for observations or to share with each child's own parents. Images will only be stored on a password protected device. Parents and Ofsted will be able to see these photos in the observations but at no point will images be shared with any third parties. All accidents will be recorded in the Accident, Emergency and Incident book, copies of which will be signed and dated by the setting and parent.

Useful telephone numbers

Local police station	0208 721 443
Ofsted	0300123 1231
PACEY Information Line – for help and support for with all areas of childminding, including allegations of child abuse.	0300 003 0005
PACEY Legal advice line – offers free, professional advice to PACEY members on any legal problem related to their childminding business.	01253 777468
NSPCC child protection helpline – 24-hour helpline for people worried about a child	0808 800 5000
Service Department Manager: Early Years & Childcare Wendy Heller	020 7525 5031
Local Authority Designated Officer (LADO): Southwark LADO = Eva Simcock LADO = Collects information and provides guidance when there is a concern/ Allegation around people working or in contact with children.	020 7525 3297
Multi Agency Safeguarding Hub (MASH) Team MASH = Concerns around Children	020 7525 1921
Southwark Out of Hours Social Worker	020 7525 5000
Southwark’s Designated Officer for Advise & Guidance: Southwark’s Quality Assurance Duty Number	0207 525 3297

Southwark Safeguarding Children’s Partnership (SSCP) procedures.

[\(Safeguarding The London Borough of Southwark • Southwark Safeguarding Children Partnership\)](#).

a. Domestic Abuse, Violence and Forced Marriages

The UK's cross-government definition of domestic abuse is: "Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This abuse can encompass but is not limited to:

- Psychological
- Physical
- Sexual
- Financial
- Emotional

The Serious Crime Act 2015 section 76 created a new offence of "controlling or coercive behaviour in an intimate or family relationship".

The Domestic Violence, Crime and Victims Act 2004 extended provisions to help stop domestic abuse and created the new offence of "causing or allowing the death of a child or vulnerable adult". This Act was amended in 2012 by the Domestic Violence, Crime and Victims (Amendment) Act 2012 to include 'causing or allowing serious physical harm (equivalent to grievous bodily harm) to a child or vulnerable adult'.

Where domestic abuse is taking place in a child's home the child is at risk of harm, whether they witness the violence or not. This may take the form of physical abuse, sexual abuse, emotional abuse or neglect.

At Casa Tierra, we ensure that if there are any signs or symptoms that domestic abuse may be occurring, we act without haste and follow our main safeguarding/child protection policy, signs may include:

- Visible signs of injury on the adult being abused.
- Changes in behaviour of the adult(s) and child e.g. the abused adult may become withdrawn, show low levels of self-esteem.
- One adult being visibly worried about what their partner may say in a certain situation (e.g. if the child has become dirty or injured at the setting).
- One adult appearing scared of their partner.
- Adults becoming isolated from their friends or family.
- Signs of abuse in the child (as per the main safeguarding policy).

As part of our duty to keep children safe we provide support leaflets and numbers for females and males who may be experiencing domestic abuse.

Honour Based Violence

'Honour' based violence (HBV) is a type of domestic abuse which occurs in the name of so called 'honour'. Some families believe that certain actions bring shame on the family and may react with punishment, this may be rejecting a forced marriage, having a relationship not approved of by the family or wearing the wrong clothing or makeup. This can happen in families from a variety of cultures and countries and also happens within the UK.

Signs of HBV may include changes in behaviour of the person undergoing the violence, changes in how they dress or act and also in comments they make.

If signs of HBV are present in a parent or staff member within the setting then we will act and follow our safeguarding policy to keep children safe in the environment as well as seeking support for the adult involved.



Forced Marriage

We are aware arranged marriages are part of some cultural practices, we also recognise there is a clear distinction between a marriage in which both parties are willing and able to give an informed consent to, and a marriage which is forced.

Forced marriage is a criminal offence. A forced marriage is a marriage in which one or both spouses do not and/or cannot consent to the marriage and duress is involved. If we become aware of a forced marriage occurring then we will report it to the appropriate body. If the person is under the age of 18 then we will report it to the children's social care team as this is a child protection issue. We will follow our safeguarding reporting procedure.

b. MOBILE PHONES, TABLET & CAMERA POLICY

All mobile phones are switched off whilst employees are at work and are kept in staff individual bags or the locked box. Mobile phones are allowed to be used only at break time and away from areas with children. Casa Tierra has a duty phone to be used by Lead practitioners to communicate with parents.

Mobile phones at work

Employees are engaged to dedicate all their working hours to the care, development and education of the children, to work as a team with effectiveness and commitment, within a safe and secure environment for all of us at work. Modern mobile phones come with many features such as photo or filming, staff can misuse them by ignoring children's safety, security and wellbeing whilst photographing a child or by showing unacceptable photos. Also, the ultimate effect of making/taking long or persistent calls is losing concentration and attention at work these are essential requirements in the childcare area.

- Staff personal mobiles must never be used to take photographs of any of the children, any area of the setting or the work of any member of staff at work.
- It is the responsibility of all members of staff to be vigilant and report any concerns to the Setting Manager, Deputy or Safeguarding Lead Person. (See Main Safeguarding Policy).
- In banning mobile phones at work, the management ensures that all staff have the number where they can be contacted by family in the event of any emergency. Also, the setting manager will supply secure storage for staff to place their mobiles, if they request it.
- Parents and visitors should avoid using a mobile while they are on the nursery premises.

Exceptions from the rule: The company will nominate a few responsible employees to have their mobile phones in reach for emergencies related to the setting and the children's safety whilst out on field trips.

PHONE CAMERA POLICY

Staff are only allowed to take photographs of children in the setting or on trips using the setting's mobile phone. Images will be uploaded onto Kinderly and any images that are no longer used will be deleted as soon as possible.

- Casa Tierra will ask parents/carers for written consent, prior to enrolment, to use the setting camera/phone to take images of their children as educational support as part of ongoing observations, for displays and also separately for advertising, however, it is essential that photographs are taken and stored appropriately to safeguard the children in our care.
- During special events e.g., Christmas or leaving parties, staff may produce group photographs to distribute to parents.
- Ideally once a week images may only be transferred and stored onto the cloud system and data deleted off all devices (computers, tablets & cameras) as soon as pictures have been printed.
- The camera must only be used to take images in the rooms, corridors, the garden and at play groups or on trips. If staff need to take images in the children's toilets, laundry or kitchen rooms (for example to demonstrate hand washing as part of a topic) they **MUST** have either a Manager, Deputy or Senior staff member with them, or have had a prior consultation with the Deputy or Manager.

- Images stored on the setting devices must be suitable, children must not be put in compromising situations that may cause embarrassment and distress.
- At no time are staff allowed to use mobile phones, tablets, cameras or video cameras not belonging to the setting to take pictures of children, or to carry on their person whilst at work around children.
- We are not able to take pictures or videos on behalf of parents/carers on private cameras and if a member of staff becomes aware that a parent or anyone else is taking photographs or video of the children in our care then they will challenge the person taking the pictures see 'Procedure in case a Mobile Phone, Tablet or picture Camera is miss-used' listed above.
- Exceptionally, the setting may use a parent's camera to photograph the child only during a special celebration such as a Birthday where the child is photographed with their birthday cake and the Manager.
- Deputy Manager or a Senior Staff must observe such an activity taking place and ensure the camera is returned to the parent afterwards.
- Children in our setting are not allowed to have devices capable of taking photographs or video in their possession while they are in our care, this includes devices such as mobile phones and portable games or music consoles. Any child found with such a device will be asked to hand it to a member of staff for safe keeping and it will be returned at the end of the day.

Procedure in case a Mobile Phone, Tablet, Camera Device or other Setting Equipment is misused:



1. It is the responsibility of all staff at work to be vigilant and report any cases to the Manager, Deputy or Safeguarding Lead Persons.
2. Violation of this policy may lead to a temporary or permanent ban of access to phone/camera devices or nursery equipment such as laptops.
3. The Safeguarding Lead Persons or Manager should take concerns seriously and ensure concerns are logged and investigated appropriately
4. The Manager or in their absence Deputy Manager or Lead Safeguarding Person reserves the right to check the image contents of a member of staff's or visitors' mobile phone, tablet or camera contents should there be any cause for concern over the appropriate use of it (see Allegations against a Member of Staff Policy).
5. Should inappropriate material be found then our Local Authority Designated Officer (LADO) will be contacted immediately and, potentially if appropriate, the police. We will follow the guidance of the LADO as to the appropriate measures for the staff member's dismissal.
6. Failure to adhere to the contents of this policy will lead to disciplinary procedures being taken against staff or the police being called. The Manager, or in their absence the Deputy or Safeguarding Lead Person, has the right to call the Police by dialling 999 against a staff or visitor should there be any cause for concern over the appropriate use of the device and who has the right to check the images of mobile, camera/video camera or tablet.
7. At the same time and pending the Police investigation result, the employee will be suspended from work with a written warning letter and possibly be dismissed instantly or later, depending on the nature of the gross misconduct.



c. PHOTOGRAPHY PERMISSION FORM & POLICY

In order to record your child's progress whilst in our care we are requesting permission to take pictures of your child while engaged in activities (some with other children). We will send them to you via WhatsApp or Kinderly from time to time so you can have progress updates, and will additionally use them for observations and evaluations.

If you are not happy for us to take pictures and use them exclusively for the above purposes please let us know.

Any photos taken will only be stored on documents in a password protected user area, we are aware of our responsibilities regarding Data Protection.

We are registered with the Information Commissioner's Office as being a holder of data for our business. They can be contacted using the details below should you need further information from them about how your data is safely stored.

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 Web: www.ico.org.uk

d. SAFER RECRUITMENT POLICY

Our stringent safe recruitment policy and procedures are at the heart of our safeguarding practices to ensure safety of the children is our number one priority. These are the stages of recruitment:

1. Full CV is emailed to apply for the position.
2. Casa Tierra's application form to be filled in by all applicants.
3. We ask to see evidence of:
 - a. Qualifications
 - b. Photo identification
 - c. Proof of address.
 - d. DBS if they have a valid one and any overseas equivalents.
 - e. Evidence of permission to live and work in the UK.
4. Video interviews are conducted and they are asked detailed questions about their previous experience, responsibilities and specifically about their understanding of safeguarding.
5. Candidates are asked to obtain two references from previous employers specifically relating to childcare.
6. References are followed up with a phone call to ask specifically if the previous employer has any safeguarding concerns.
7. Candidates are invited in for a trial shift, they are supervised at all times and not left alone with children. Several senior staff observe them interacting with children to assess their suitability and ask a little more about their experience and

skills/knowledge. They are asked to bring in hard copies of all documents requested above for us to take a copy of.

8. DBS is applied for if they aren't on the update service. No staff member to be left alone with children until we have this back.
9. If all of the above is satisfied and we feel they are suitable they are offered a job with a one month probationary period and reviews at 3 and 6 months in the first year.
10. The detailed job description is explained and they begin the staff induction, including immediate in-house safeguarding training while a formal course is arranged.
11. All staff must have (if not Casa Tierra will provide training in):
 - a. Safeguarding training including British Values and Prevent Duty.
 - b. Paediatric First Aid training.
 - c. Food Safety training.
 - d. EYFS and Blossom training.
 - e. In house training on Health & Safety, Fire Safety and all other routines and procedures.
 - f. They must read all policies and sign to confirm they have read and understood them.



e. SOCIAL MEDIA NETWORKING POLICY

Social media is a large part of the world we live in and we need to make sure we protect our children by having procedures in place for safe use.

We use Facebook for promotional purposes and to share the activities with families, and will have a website in the future as well so in order to safeguard children we will:

- Only post identifiable pictures regarding a child on social media with express signed permission of the parents.
- Monitor comments on all posts and address any concerns immediately.

Staff use of social media: We require our staff to be responsible and professional in their use of social networking sites in relation to any connection to Casa Tierra, staff, parents or children.

When using social networking sites staff must:

- Not name the setting they work at
- Not make comments relating to their work or post pictures of them at work
- Not send private messages to any parents/children's family members
- If a parent asks questions relating to work via social networking sites then staff should reply asking them to contact Casa Tierra directly
- Report any concerning comments or questions from parents to the Designated Safeguarding Lead
- Follow the Employee Code of Conduct (Parents and staff must sign our code of conduct)

- Not post anything that could be construed to have any impact on Casa Tierra's reputation or relate to the setting or any children attending the setting in any way.

If any of the above points are not followed then the member of staff involved may face disciplinary action which could result in dismissal.

PARENTS & VISITORS USE OF SOCIAL NETWORKING

We promote the safety and welfare of all staff and children and therefore ask parents and visitors not to post, publicly or privately, information about any child on social media sites such as Facebook, Instagram, Twitter etc. We ask all parents and visitors to follow this policy to ensure that information about children, images and information do not fall into the wrong hands.

We ask parents not to:

- Send friend requests to any member of Casa Tierra staff
- Screen shot or share any posts or pictures from the setting on social media platforms
- Post any photographs to social media that have been supplied by Casa Tierra with other children in them e.g. photographs from an activity at our own setting.

f. PREVENT DUTY / BRITISH VALUES GUIDANCE

From 1st June 2015 registered Early Years childcare providers (amongst other educational bodies and providers) are subject to a duty under section 26 of the Counter-Terrorism and Security Act 2015 to have “due regard to the need to prevent people from being drawn into terrorism”. This duty is known as the ‘Prevent’ duty.

Within the ‘Prevent Duty Guidance’ we will protect children from practices like Female Genital Mutilation and promote British values in the setting through ensuring children learn how to be good citizens, mix and share with other children and value other views, know about similarities and differences between themselves and others and challenge negative attitudes and stereotypes.

Statutory guidance on the duty is available at:

<https://www.gov.uk/government/publications/prevent-duty-guidance>

More information can be found here:

[Prevent duty and British values | PACEY](#)

In order for Casa Tierra to fulfil its’ duty it is essential that all staff are able to identify children who may be vulnerable to radicalisation, and know what to do when they are identified.

Protecting children from the risk of radicalisation should be seen as part of Educators’ wider safeguarding duties and is similar in nature to protecting children from other harms (e.g. drugs, gangs, neglect, sexual exploitation) whether these come from within their family or are the product of outside influences.

At Casa Tierra, we believe we can protect children from the risk of radicalisation by promoting ‘Fundamental British values,’ as laid out by governmental guidance – and as already embedded both in the Early Years Foundation Stage and our own values.

Fundamental British values focus on Children’s PSED based on the definition of:

Democracy: Reflecting together, making decisions together and valuing each other's opinion, turn taking, sharing and collaboration.

Rule of law: Understanding that rules matter, understanding each other's behaviour and consequences, distinguishing right from wrong, working together to create rules and codes of behaviour and ensuring children understand these apply to everyone.

Individual liberty: enabling children to express themselves, their ideas and thoughts (safely and) freely, using as many different ways as possible and with the reassurance that their opinion is valued and differences are embraced and encouraged.

Encouraging children to reflect on their feelings and their responsibilities, to calculate and take some risks so as to build their confidence in their own abilities.

Mutual respect and tolerance: for those with different faiths and beliefs, promoting an ethos of inclusivity and tolerance where views, faiths, cultures and races are valued and children are engaged with the wider community.

Encouraging children to appreciate and respect their own and other cultures, differences between themselves and others and among families, faiths, communities, cultures and traditions and share and discuss practices, celebrations and experiences.

Encouraging and explaining the importance of tolerant behaviours such as sharing and respecting other's opinions.

Promoting diverse attitudes and challenging stereotypes, for example, sharing stories that reflect and value the diversity of children's experiences and providing resources and activities that challenge gender, cultural and racial stereotyping.

In line with these values Casa Tierra believe that each person, adult and child, has the right to be respected as an individual who carry with them their own differences, and whose opinion is as valid as any other person's. We embrace and promote individuality amongst adults and children and we make time to listen to each other and reflect with each other on all aspects of practice and life. By doing this, we aim to build a culture of trust, partnership and dialogue to enable all individuals attending the setting to continuously develop their



self-esteem and increase their confidence in their own physical and cognitive abilities, including their ability to challenge extremist views.

There is also an Early Intervention Team at Southwark that can help families to Prevent, Pursue, Protect & Prepare, they will prepare Multiagency Safeguarding Plans as part of this support.

g. **PREVENT DUTY TO SAFEGUARD CHILDREN PROCEDURE**

Even very young children may be vulnerable to radicalisation by others, whether in the family or outside, and display concerning behaviour. The Prevent duty does not require Educators to carry out unnecessary intrusion into family life but as with any other safeguarding risk, we must take action when we observe behaviour of concern and follow the setting's safeguarding procedures.

General safeguarding principles apply to keeping children safe from the risk of radicalisation as set out in 'Working together to safeguard children and Keeping children safe in education. '

If a member of staff has a concern about a particular child they should follow Casa Tierra's safeguarding procedures, including discussing their concern with the Designated Safeguarding Lead and where deemed necessary with children's social care.

You can also contact:

- Your local police force or dial 101 (the non-emergency number). They can talk to you in confidence about your concerns and help you gain access to support and advice.
- The Department for Education dedicated telephone helpline: 020 7340 7264*
- counter.extremism@education.gsi.gov.uk
- MASH
- LADO

Please note that the helpline is not intended for use in emergency situations, such as a child being at immediate risk of harm or a security incident, in which case the normal emergency procedures should be followed.

h. WHISTLEBLOWING POLICY

Whistleblowing means raising or reporting concerns relating to the welfare or safety of children.

All childcare and early years professionals have a responsibility to report abuse and malpractice internally in the setting to the DSL (Designated Safeguarding Lead) or to the relevant authorities when it is suspected or should they have concerns regarding the way in which children are being cared for, regardless of whom they will be reporting.

All Early Years and Childcare Professionals in a setting need to be made aware of their responsibility and know how to report concerns.

When should you whistle blow? If you have concerns that a person:

- Has harmed a child or put a child at risk of harm.
- Has displayed behaviour involving or related to a child that might constitute a criminal offence.
- Has behaved in a way that raises concern about the adult's suitability to work with children.

Any instances of poor practice amongst the workforce should also be reported – while an individual may not be assessed as perpetrating abuse, they may still present a risk to children due to their behaviour, practice or attitude.

What does this mean for me? Ensure you and all who work with you are familiar with local safeguarding requirements. Share your concerns as **soon as possible** with the DSL (Designated Safeguarding Lead) and ensure you follow up afterwards.

If you are not being listened to know who else to go to. Put your concern in writing providing as much detail as possible.

If at any time you are unsure what to do seek the guidance of a professional.

- Local Authority Designated Officer (LADO): 0207 525 0689
- OFSTED: 0300 123 1231
- NSPCC helpline: 0808 800 5000
- PACEY can also provide support on safeguarding issues to members and can also be contacted on 0300 003 0005 or 02920 351407 (PACEY Cymru Cardiff office).

i. **UNCOLLECTED CHILD POLICY**

If a child is not collected within 15 minutes of the agreed collection time, and we have not been contacted by the parents, the following procedure will be followed:

- We will try calling the parents' contact numbers.
- In the event the parents are not contactable we will try calling the emergency contact numbers.
- During this time we will continue to safely look after the child.
- We will continue to try the parents' and emergency contact numbers but if the child has not been collected and no contact has been made by the parents one hour after the agreed collection time we will inform the **MASH** (Multi Agency Safeguarding Hub) for Southwark Council.
- If a child we are expecting doesn't arrive we would also follow the above procedures in terms of contacting the parents and emergency contacts before reporting it to the **MASH** if they cannot be contacted after two hours.

29. **SAFE SLEEP POLICY**

Casa Tierra operates a Safe Sleep Policy that specifies the 'Safe to Sleep' position. Our policy requires that the key person or manager discuss the Safe Sleep Policy with a child's parent or guardian before admission. Parents must sign a statement that they received a copy of the policy and that the policy has been discussed with them. All key persons working in our nursery are required to receive induction training on the Safe Sleep Policy.

When introducing or sharing the policy with our parents the following will be discussed:

- Ask about the baby's sleep position at home
- Explain the setting 'Safe to Sleep' policy that is implemented to reduce the risk of Sudden Infant Death Syndrome (SIDS).
- Tell the Parents that 'Safe to Sleep' is recommended by the Lullaby Trust.
- Inform the parents that even though most babies will be fine, there is a higher risk of SIDS when an infant is placed to sleep on their stomach or side.
- Some babies have medical conditions that require stomach sleeping. If the parent insists that their baby be placed on his /her stomach or side to sleep, they will be asked to provide a note from the baby's doctor that specifies the sleeping position; this note will be placed within the baby area or sleep room.
- If parents have further questions about SIDS and infant sleeping positions, they will be given the phone number for The Lullaby Trust and the national Safe to Sleep campaign.
- Review of the baby sleep policy.

Sudden Infant Death Syndrome (SIDS) is the unexpected death of a seemingly healthy baby for whom no cause of death can be determined based on an autopsy, an investigation of the place where the baby died and a review of the baby's medical history.

In the belief that proactive steps can be taken to lower the risk of SIDS in child care settings and that parents and child care professionals can work together to keep babies safe while they sleep. Casa Tierra Bilingual Childcare will practise the following sleep policy:

- All key persons will receive training on our Safe Sleep Policy and SIDS risk reduction.
- Babies will always be placed on their backs to sleep unless there is a signed sleep

position medical waiver on file. A copy will be given to the keyperson.

- The Lullaby Trust recommends that babies be placed on their backs to sleep, but when babies can easily turn over from the back to stomach, they can be allowed to adopt whatever position they prefer when the baby turns onto his/her side or stomach.
- The Lullaby Trust recommends that using a dummy at the start of any sleep period reduces the risk of cot death. If a dummy forms part of your child's sleep routine, it will always be used at sleep times. The Lullaby Trust recommends that the dummy should be stopped when the baby is between 6 and 12 months old. (The key person will work with parents to phase out dummies sensitively, taking into account children's emotional needs.)
- Visual supervision is required at all times. At least every 15 minutes the key person will visually check on the child for the AM nap; looking for the rise and fall of the chest and if the sleep position has changed. We will be especially alert to monitoring a sleeping baby during the first weeks the baby is in our care. Video monitors will also be used.
- For the PM sleep, staff will stay in the room for the full duration of the nap.
- Steps will be taken to keep babies from becoming too warm or overheating by regulating the room temperature, avoiding excess bedding and not overdressing or over-wrapping the baby; room temperature will be kept between 16-20 degrees.
- All babies must sleep in a cot or an approved bed/mattress. Babies may not sleep in a nesting ring, car seat, bouncy chair etc.
- Babies' heads will not be covered with blankets or bedding; babies' cots will not be covered with bedding.
- Loose bedding, pillows, bumper pads etc, will not be used in cots. Children will only be allowed to sleep in safe sleeping bags.
- Awake babies will be given supervised "tummy time".
- Toys and stuffed animals will not be allowed in the child's cot until they are 1 year old.
- A safety approved cot with a firm fitting mattress and tight fitting sheet will be used.
- No smoking is permitted on the premises and key persons who smoke will ensure that their clothes and breath do not smell of smoke when caring for babies or any

other children within the setting.

- All parents of babies cared for in this childcare setting will receive a written copy of our safe sleep policy before admission.

30. SETTLING IN POLICY

We understand how difficult it is for parents to leave their child in new childcare setting and return to work we will therefore work with you to ensure your child is settled and are happy with the care we provide. You can come and visit our setting with your child. Once you confirm your place, we will organise a home visit and go through some admin with you as well as getting to know you all as a family.

We like to organise settling in two sessions for both the parents and child this gives you the opportunity to provide us with lots of information about your child, their likes and dislikes, routines, favourite activities and how to comfort them if they become upset as well as how they have reacted when left before. It gives us the opportunity to start to build a relationship with you and your child and to understand both your needs and wishes.

Official settling takes place over two mornings as follows:

Day 1: Child comes from 9am - 1 pm. We will have an activity either indoors or outdoors, the parent can stay for 10/15 mins to ensure the child is happy to remain. The child will have lunch with us.

Day 2: Child comes from 9am -1 pm. We will have an activity either indoors or outdoors.

Day 3: Child will start full time in our childcare setting.



We are happy for you to stay until you feel that your child is settled. Some children do take longer than others to settle and some settle quickly and then struggle for a while a few weeks into the placement. We will work with you to support your child through this transition period and make it as easy as possible. It is important that

you and your child are relaxed and happy in our house and with the care we provide. Often children are easier to distract when upset if the parent makes the hand over swift, we are happy to send you pictures of your child to reassure you.

Some parents find it helpful to call us during the day to find out how their child is, we are happy to take your calls but are sometimes not able to talk for long or even to answer the telephone if we are attending to a child's personal needs, for example changing a nappy. Please do not panic if you call and there is no answer, we will return your call as soon as we can.

Some parents like to provide us with notes about their children, this way we can refer to these when needed and parents feel that every detail is covered. We will be happy to receive and read these.

If you have any concerns regarding this policy, please discuss them with us.

31. STAFF POLICIES

a. Assistant policy

All assistants are DBS cleared, registered with Ofsted and have Paediatric First Aid and Safeguarding training. We follow safe recruiting practices as required by Ofsted which include gaining professional references and DBS on the Update Service.

They are well trained in the routines of the children in their care before they are left in sole charge additionally, they are trained in all of Casa Tierra's policies and procedures and know how these are implemented, including emergency procedures. We also hold employer's liability insurance.

b. Acceptance of Gifts

Employees may accept gifts or benefits from parents/customers, if such gifts/benefits are intended for the purpose of a specific occasion deemed appropriate for gifting (e.g. Christmas, birthdays, maternity or leaving gifts) and as long as these are declared to the management team to allow Casa Tierra to ensure the safeguarding policy is being respected.

Employees must not accept directly or indirectly any monetary and/or non-monetary benefits, payment or any other benefits from parents/customers and anyone else with any actual or prospective business relationship with the company, if such a payment/benefit is intended directly or indirectly to induce or influence the treatment of the children under the care of the employer.

A breach of this policy will result in disciplinary action, which may result in staff dismissal.

c. Baby-sitting Policy

For insurance reasons, Casa Tierra does not offer a baby-sitting service.



We do not restrict our staff from baby-sitting* Casa Tierra's children outside of operating hours as we trust their judgement as responsible adults whose legal responsibility it is to "promote the welfare of children and protect them from harm" (Working together to safeguard children, 2013).

In line with our recruitment policy, all our staff are subject to a thorough vetting process and are trusted by Casa Tierra to protect all children in our care at all times. They also attend regular safeguarding training to reinforce their ability to recognise the signs of abuse and emphasise the importance of their role in protecting children from harm in any environment or context. With this in mind, we encourage and remind our staff to remain professional at all times and not allow such extra-curricular services to blur their judgement as protectors of children.

Any baby-sitting service or arrangements for such services should only be conducted outside of Casa Tierra's hours and premises, so as to not distract our staff from their main responsibilities. In fairness to other children attending the setting, staff will not be allowed to take children out of the setting as part of these independent services.

*Please note that baby-sitting is defined as ad-hoc sessions of childcare outside of a staff's working hours. Where parents require a regular/weekly service of childcare, the latter would be defined as 'nannying' and will not be permitted.

Management reserve the right to restrict baby-sitting if it is felt that the service interferes in any way with a staff member's responsibilities at Casa Tierra.

d. Policy Performance Review

Performance review is the process by which staff are supported in carrying out their duties effectively and encouraged to develop professionally.



Staff will be allocated a performance review manager (usually their day-to-day Line Manager) whom they will be able to talk to about any problems and discuss how they are performing also if there are any areas they need help and encouragement with.

Performance review meetings should occur every 6 months during each calendar year and may include 360' feedback from colleagues and parents where necessary and appropriate.

e. PRIVACY NOTICE FOR EMPLOYEES WORKING AT CASA TIERRA

DATA PROTECTION PRINCIPLES

We will comply with data protection law. This says that the personal information we hold about You must be:

1. Used lawfully, fairly and in a transparent way.
12. Collected only for valid purposes that we have clearly explained to You and not used in any way that is incompatible with those purposes.
13. Relevant to the purposes we have told You about and limited only to those purposes.
14. Accurate and kept up to date.
15. Kept only as long as necessary for the purposes we have told You about.
16. Kept securely.

THE KIND OF INFORMATION WE HOLD ABOUT YOU:

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

There are “special categories” of more sensitive personal data which require a higher level of protection, such as information about a person’s health or sexual orientation.

Employees:



We will collect, store, and use the following categories of personal information about Employees:

- Personal contact details such as name, title, addresses, telephone numbers, and personal email addresses.
- Date of birth.
- Gender.
- Marital status and dependents.
- Next of kin and emergency contact information.
- National Insurance number.
- Bank account details, payroll records and tax status information.
- Salary, annual leave, pension and benefits information.
- Start date and, if different, the date of an Employee's continuous employment.
- Location of employment or workplace.
- Copy of driving licence (where applicable).
- Recruitment information (including copies of right to work documentation, references and other information included in a CV or cover letter or as part of the application process).
- Employment records (including job titles, work history, working hours, holidays, training records and professional memberships).
- Personnel files and training records including performance information, disciplinary and grievance information, and working time records.
- Information about your use of our information and communications systems.
- Records of any reportable death, injury, disease or dangerous occurrence.



- Photos and videos on our website, children’s learning journeys, documentation used to make children’s learning visible.

We may also collect, store and use the following “special categories” of more sensitive personal information:

- Information about an Employee’s ethnicity.
- Information about an Employee’s health, including any medical condition, accident, health and sickness records, including:
 - where an Employee leaves employment and under any share plan operated by a group company the reason for leaving is determined to be ill-health, injury or disability, the records relating to that decision;
 - details of any absences (other than holidays) from work including time on statutory parental leave and sick leave; and where an Employee leaves employment and the reason for leaving is related to their health, information about that condition needed for pensions and permanent health insurance purposes.

HOW IS YOUR PERSONAL INFORMATION COLLECTED?

Employees:

We collect personal information about Employees through the application and recruitment process, either directly from candidates or sometimes from an employment agency or background check provider. We may sometimes collect additional information from third parties including former employers, credit reference agencies or other background check agencies. We will collect additional personal information in the course of job-related activities throughout the period of when an Employee works for us.



HOW WE WILL USE INFORMATION ABOUT YOU

We will only use Your personal information when the law allows us to. Most commonly, we will use Your personal information in the following circumstances:

1. Where we need to perform the contract, we have entered into with you.
2. Where we need to comply with a legal obligation.
3. Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.

We may also use Your personal information in the following situations, which are likely to be rare:

1. Where we need to protect Your interests (or someone else's interests).
2. Where it is needed in the public interest or for official purposes.

Situations in which we will use Employees personal information

We need all the categories of information in the list above (see Employee Section within the paragraph entitled 'The Kind of Information We Hold About You') primarily to allow us to perform our contracts with Employees and to enable us to comply with legal obligations.

The situations in which we will process Employee personal information are listed below.

- Making a decision about an employee's recruitment or appointment.
- Checking an Employee is legally entitled to work in the UK. Paying an Employee and, if an Employee is an Employee or deemed Employee for tax purposes, deducting tax and National Insurance contributions (NICs).
- Providing any Employee benefits to Employees.
- Enrolling you in a pension arrangement in accordance with our statutory automatic enrolment duties.
- Liaising with the trustees or managers of a pension arrangement operated by a group company, your pension provider and any other provider of employee benefits.

- Administering the contract, we have entered into with an Employee.
- Conducting performance and/or salary reviews, managing performance and determining performance requirements.
- Assessing qualifications for a particular job or task, including decisions about promotions.
- Gathering evidence for possible grievance or disciplinary hearings.
- Making decisions about an Employee's continued employment, engagement.
- Making arrangements for the termination of our working relationship.
- Education, training and development requirements.
- Dealing with legal disputes involving Employees, including accidents at work.
- Ascertaining an Employees' fitness to work.
- Managing sickness absence.
- Complying with health and safety obligations.
- To prevent fraud.
- To monitor your use of our information and communication systems to ensure compliance with our IT policies.
- To ensure network and information security, including preventing unauthorised access to our computer and electronic communications systems and preventing malicious software distribution.
- Equal opportunities monitoring.
- To display photos and videos on our website/social media/ children's learning journeys and general documentation. This is to enable children's learning to be visible to prospective and attending parents as well as other professionals or anyone with an interest in the organisation's services and provision and therefore organisational structure.



Some of the above grounds for processing will overlap and there may be several grounds which justify our use of an Employee's personal information.

If employees fail to provide personal information

If employees fail to provide certain information when requested, we may not be able to perform the respective contracts we have entered into with Employees or we may be prevented from complying with our respective legal obligations to Employees.

Change of purpose

We will only use Your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use Your personal information for an unrelated purpose, we will notify the Employee, as is appropriate in the circumstances, and we will explain the legal basis which allows us to do so.

Please note that we may process an Employee's personal information without their respective knowledge or consent, as relevant to the circumstances, in compliance with the above rules where this is required or permitted by law.

HOW WE USE PARTICULARLY SENSITIVE PERSONAL INFORMATION

"Special categories" of particularly sensitive personal information require higher levels of protection. We need to have further justification for collecting, storing and using this type of personal information.



We have in place an appropriate policy document and safeguards which we are required by law to maintain when processing such data. We may process special categories of personal information in the following circumstances:

1. In limited circumstances, with Employees' explicit written consent.
4. Where we need to carry out our legal obligations or exercise rights in connection with Employee employment.
5. Where it is needed in the public interest, such as for equal opportunities monitoring or in relation to our occupational pension scheme.

Less commonly, we may process this type of information where it is needed in relation to legal claims or where it is needed to protect an Employees' interest (or someone else's interests) and the Employee as is appropriate is not capable of giving consent, or where the Employee has already made the information public.

Casa Tierra's obligations as an employer:

- We will use information relating to leaves of absence, which may include sickness absence or family related leaves, to comply with employment and other laws.
- We will use information about the physical or mental health of an Employee, or their disability status, to ensure Employee health and safety in the workplace and to assess the fitness of Employees to work, to provide appropriate workplace adjustments, to monitor and manage sickness absence and to administer benefits including statutory maternity pay, statutory sick pay, pensions and permanent health insurance.
- We will use information about an Employees' ethnicity, religious, philosophical or moral beliefs or an Employee's sexual life or sexual orientation to ensure meaningful equal opportunity monitoring and reporting.

Do we need Employee consent?



We do not need the consent of Employees if we use special categories of personal information in accordance with our written policy to carry out our legal obligations or exercise specific rights in the field of employment law. In limited circumstances, we may approach Employees for their written consent to allow us to process certain particularly sensitive data. If we do so, we will provide Employees with full details of the information that we would like and the reason we need it, so that Employees can carefully consider whether they wish to consent. Employees should be aware that it is not a condition of their contract with the setting that they agree to any request for consent from us.

INFORMATION ABOUT CRIMINAL CONVICTIONS

We may only use information relating to criminal convictions where the law allows us to do so, this will usually be where such processing is necessary to carry out our obligations and provided we do so in line with our data protection and confidentiality policy.

Less commonly, we may use information relating to criminal convictions where it is necessary in relation to legal claims, where it is necessary to protect the interests of You (or someone else's interests) and You are not capable of giving your consent, or where an Employee, as is relevant to the circumstances, has already made the information public.

We envisage that we will hold information about criminal convictions.

We will only collect information about criminal convictions if it is appropriate given the nature of the role and where we are legally able to do so, which includes but is not limited to Disclosure and Barring Service ("DBS") checks. Where appropriate, we will collect information about criminal convictions as part of the recruitment process or we may be notified of such information directly by you in the course of you working for us.

We will use information about criminal convictions and offences in the following ways:

- To conduct a DBS check on each Employee, to record the date of the DBS check, the number of the DBS check and the name of the body conducting the DBS check.



We are allowed to use your personal information in this way to carry out our obligations. We have in place an appropriate policy and safeguards which we are required by law to maintain when processing such data.

AUTOMATED DECISION MAKING

Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. We are allowed to use automated decision-making in the following circumstances:

1. Where we have notified an Employee of the decision and given the Employee as is appropriate 21 days to request a reconsideration.
2. Where it is necessary to perform the contract with an Employee and appropriate measures are in place to safeguard the Employee's rights as is appropriate.
3. In limited circumstances, with explicit written consent from the Employee, as is appropriate, and where appropriate measures are in place to safeguard Employees rights. If we make an automated decision on the basis of any particularly sensitive personal information, we must have either explicit written consent from a Employee as is appropriate, or it must be justified in the public interest, and we must also put in place appropriate measures to safeguard an Employee's rights as is relevant in the circumstances.

You will not be subject to decisions that will have a significant impact on You based solely on automated decision-making, unless we have a lawful basis for doing so and we have notified the Employee as is appropriate in the circumstances.

DATA SHARING



We may have to share Employee data with third parties, including third-party service providers and other entities in the group. We require third parties to respect the security of Your data and to treat it in accordance with the law.

Why might Casa Tierra share Employees personal information with third parties?

We will share Your personal information with third parties where required by law, where it is necessary to administer the working relationship with You or where we have another legitimate interest in doing so.

Which third-party service providers process my personal information?

“Third parties” includes third-party service providers (including contractors and designated agents), local authorities, regulatory bodies, and schools. The following third-party service providers process personal information about you for the following purposes:

- Local Authorities – for funding and monitoring reasons (e.g. equal opportunities and uptake of funded hours).
- Regulatory Bodies – for ensuring compliance and the safety and welfare of the children.
- Schools provide a successful transition by ensuring information about the child’s progress and current level of development and interests are shared.

How secure is my information with third-party service providers and other entities in our group?

All our third-party service providers and other entities in the group are required to take appropriate security measures to protect Your personal information in line with our policies. We do not allow our third-party service providers to use Your personal data for their own



purposes. We only permit them to process Your personal data for specified purposes and in accordance with our instructions.

When might you share my personal information with other entities in the group?

We will share Your personal information with other entities in our group as part of managing our contract with You. For example:

- We will store confidential records in a locked filing cabinet in our office and/or on our online systems of record (Blossom).

What about other third parties?

We may share Your personal information with other third parties, for example in the context of the possible sale or restructuring of the business. In this situation we will, so far as possible, share anonymised data with the other parties before the transaction completes. Once the transaction is completed, we will share Your personal data with the other parties if and to the extent required under the terms of the transaction.

We may also need to share Your personal information with a regulator or to otherwise comply with the law.

DATA RETENTION

How long will you use my information for?

We will only retain Your personal information 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. Details of retention periods for different aspects of your personal information are available in our Data Protection and Confidentiality policy. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of Your personal data, the purposes for which we process Your personal data and



whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances we may anonymise Your personal information so that it can no longer be associated with You, in which case we may use such information without further notice to You. Once you are no longer an Employee working at the setting, we will retain and securely destroy your personal information in accordance with applicable laws and regulations.

RIGHTS OF ACCESS, CORRECTION, ERASURE & RESTRICTION

Your duty to inform us of changes

It is important that the personal information we hold about You is accurate and current. Please keep us informed if Your personal information changes during your working relationship with us.

Your rights in connection with personal information

Under certain circumstances, by law You have the right to:

- Request access to Your personal information (commonly known as a “data subject access request”). This enables You to receive a copy of the personal information we hold about You and to check that we are lawfully processing it.
- Request correction of the personal information that we hold about You. This enables You to have any incomplete or inaccurate information we hold about You corrected.
- Request erasure of your personal information. This enables Employees to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove Your personal information where You have exercised Your right to object to processing (see below).
- Object to processing of Your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about Your



particular situation which makes You want to object to processing on this ground. You also have the right to object where we are processing Your personal information for direct marketing purposes.

- Request the restriction of processing of Your personal information. This enables Employees or Parents, as is appropriate, to ask us to suspend the processing of personal information about You for example if You want us to establish its accuracy or the reason for processing it.
- Request the transfer of Your personal information to another party.

If You want to review, verify, correct or request erasure of Your personal information, object to the processing of Your personal data, or request that we transfer a copy of Your personal information to another party, please contact the manager in writing.

No fee usually required.

You will not have to pay a fee to access Your personal information (or to exercise any of the other rights).

What we may need from You

We may need to request specific information from You to help us confirm your identity and ensure Your right to access the information (or to exercise any of Your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

RIGHT TO WITHDRAW CONSENT

In the limited circumstances where You may have provided Your consent to the collection, processing and transfer of Your personal information for a specific purpose, You have the right to withdraw Your consent for that specific processing at any time. To withdraw Your consent, please contact the Data Manager. Once we have received notification that You have withdrawn Your consent, we will no longer process Your information for the purpose



or purposes You originally agreed to, unless we have another legitimate basis for doing so in law.

CHANGES TO THIS PRIVACY NOTICE

We reserve the right to update this privacy notice at any time, and we will provide You with a new privacy notice when we make any substantial updates.

We may also notify You in other ways from time to time about the processing of your personal information.

If you have any questions about this privacy notice, please contact Rebecca Greig, Casa Tierra Director and Data Manager.

I, _____ (Parent), acknowledge that

on _____ (date), I received a copy of Casa Tierra’s privacy notice for Children and Parents and that I have read and understood it.

Signature:

Name:

f. RECRUITMENT AND SELECTION POLICY

The recruitment and selection process is crucially important to any equal opportunities policy. We will endeavour through appropriate training to ensure that employees making selection and recruitment decisions will not discriminate, whether consciously or unconsciously, in making these decisions.

Promotion and advancement will be made on merit and all decisions relating to this will be made within the overall framework and principles of this policy.

- Job descriptions, where used, will be revised to ensure that they are in line with our equal opportunities policy. Job requirements will be reflected accurately in any personnel specifications.
- We will adopt a consistent, non-discriminatory approach to the advertising of vacancies.
- We will not confine our recruitment to areas or media sources, which provide only, or mainly, applicants of a particular group.
- All applicants who apply for jobs with us will receive fair treatment and will be considered solely on their ability to do the job.
- All employees involved in the recruitment process will periodically review their selection criteria to ensure that they are related to the job requirements and do not unlawfully discriminate.
- Short listing and interviewing will be carried out by more than one person where possible.
- Interview questions will be related to the requirements of the job and will not be of discriminatory nature.
- We will not disqualify any applicant because he/she is unable to complete an application form unassisted unless personal completion of the form is a valid test of the standard of English required for the safe and effective performance of the job.
- Selection decisions will not be influenced by any perceived prejudices of other staff.



g. RECRUITMENT OF AND CHECKS ON STAFF POLICY & PROCEDURES

Casa Tierra believes that the cornerstone to high standards of practice lies in the quality, commitment and professionalism of all staff employed.

Parents must feel confident that they are leaving their child/children with skilful, experienced, responsible and well-trained staff.

We are committed to equality of opportunity, and this is stated in our equal Opportunities policy.

Procedures:

- Interviews will be carried out using the normal procedures
i.e. following a set of questions, asking them about themselves, and giving them scenario situations.
- All appropriate candidates will be asked to come for a paid working trial, which must be carried out over 2 consecutive days, as a minimum (candidates from abroad may be able to carry out the working trial across a whole week), so that the staff and Managers can agree they are a good fit for their team and the setting, paying particular attention to their interaction with children.
- The recruitment of staff will include a careful scrutiny of their previous employment pattern. A minimum of two professional references will be taken up and checked thoroughly. One of them must be the most recent previous employer or College for younger applicants
- Gaps in employment should be accounted for.

Checks should be made on all potential employees or volunteers. These must include:

- A security check to establish identity (the potential employee is, in fact, who they say are and has authority to work in the UK).
- Standard certificate of Criminal Record (all convictions including those which are spent and details of formal cautions).
- A Disclosure and Barring Service (DBS) Enhanced Disclosure (Includes listing of known individuals prohibited from work with children).
- DBS Checks should be repeated every three years for each staff member and Volunteer (unless they are signed up to the 'online check'). Directors are automatically checked by OFSTED.
- Management is responsible for ensuring that all students and agency staff have been thoroughly checked, written confirmation of checks should be held on staff personnel files.
- No member of staff will be left unsupervised until their competence and suitability has been established through a period of close supervision. Following this period staff will work without direct supervision at some times. All staff are under general supervision.
- Probation period should be made use of.

All staff at Casa Tierra must have a valid DBS check, regardless if they are working directly with children or not and whether the staff are full-time, part-time, permanent or temporary.

A new DBS application will always be logged by the staff member when they join and start working at Casa Tierra. The cost of this first DBS application will be borne by Casa Tierra. Staff members should submit an expense form and the receipt for payment of the DBS application to the office, and payment will be made to the staff member for the full amount.



The cost of the update service will be the Employee responsibility once the DBS has arrived.

Once a DBS requires to be re-issued, this must be done by the staff member and the costs borne by that staff member. Costs associated with online DBS checks will be borne by the individual employee.

32. Terrorist Attack or National Emergency Procedure

Although we consider our setting to be low risk, due to the residential location, considering the recent terrorist attacks we now feel it is necessary to have a procedure in place on what to do in the event of a terrorist attack or a national disaster. The care and security we provide to children is paramount. As an Ofsted registered childcare setting we will do everything within our powers to protect, comfort and support children in the event of a major incident, national emergency or terrorist attack.

If we are involved or caught up in the incident, we will comply fully with the instructions from the emergency services and constantly reassure the children in our care.

If there is a situation outside our premises, we will lock all doors and windows, close blinds and stay well away from the windows and doors until advised it is safe by the emergency services.

If parents or carers are caught up in an incident, we will continue to look after their child/children until they are able to return or a person nominated is able to collect them.

We will try our best to keep in contact by landline, mobile or email. In extreme circumstances this may include overnight care, but this will be discussed with parents and Social Services will also be kept informed.

We understand that during major incidents the mobile phone networks are often not available and even landlines can be cancelled to free up communication systems for the emergency services. We will, however, attempt to contact parents on a regular basis and ask that they try to do the same. We will keep up to date on the situation using any media source available to us, radio, television, internet etc, but ensure children are not able to see/hear the news.



We will endeavour to protect children from information or images that may alarm or distress them. If parents wish we can have a pre-planned excuse that will be used to explain parents' delay in arriving.

We hope that this procedure never needs to be put into practice and are happy to discuss any issues parents may have.

33. TERMINATION OF CONTRACT

This document confirms that the last day of childcare for my child

will be _____.

If claiming Working Tax Credit, I understand that it is my responsibility, and not that of Casa Tierra, to inform the Inland Revenue regarding the termination of this childcare arrangement.

There must be a notice period of at least 8 weeks prior to termination of this childcare agreement and the final month's fee paid in advance as per regular 1 month in advance fee procedure. The balance of the pro rata holidays also needs to be paid.

Name of parent _____

Signature of parent _____

Date _____

Received by (Becca)

Signature _____

Date _____



34. TRANSPORTING CHILDREN IN A CAR POLICY

The safety of your child is paramount and we have therefore put together the following procedures regarding the transportation of children a Mitsubishi Outlander Hybrid 2017 in roadworthy condition.

We will ensure all car seats are correctly fitted, age and stage appropriate for the children using them and that they are correctly strapped into them.

We will always carry a mobile telephone with us in case of an emergency but will not answer it whilst driving. We will return calls on our return.

We will always carry a First Aid kit in the car in case of an emergency.

We will teach your child about the dangers of cars and roads, in an age-appropriate way.

We will advise you in advance if we are making any local trips.

If your child suffers from travel sickness, please let us know immediately.

35. VISITORS POLICY

Casa Tierra recognises its responsibility towards ensuring the health and safety of everyone who comes directly or indirectly into contact with the setting or the consequences of our activities. It is committed to providing as far as reasonably practicable a safe environment, for employees, setting children and lawful visitors.

This policy is important not only for security and health and safety reasons but also for the control and guidance of visitors on our premises.

VISITORS PROCEDURE

All visitors must attend by appointment only and be sign in/out in the visitor's book on arrival and departure. When signing the visitor's book the visitor will be asked to read a code of conduct which highlights our expectations of them whilst they are within the setting and/or on the grounds.

A member of staff will accompany visitors in the setting at all times whilst in the building; at no time will a visitor be left alone with a child. Parents and authorised responsible adults are able to drop and collect children without being accompanied as they do not enter the premises.

HEALTH & SAFETY / SECURITY

- Staff must check the identity of any visitors they do not recognise before allowing them into the setting.
- Visitors to the centre must be recorded in the visitor's book and accompanied by a member of staff at all times whilst in the building.
- External Contractors must never be left alone with a child/children within the setting.

- All external doors must be kept locked at all times and external gates closed. All internal doors and gates must be kept closed to ensure children are not able to wander.
- Parents, visitors and students are reminded not to allow entry to any person whether they know this person or not. Staff within the setting should be the only people allowing external visitors and parents entry to the setting.
- Visits will be booked, where possible, in advance so the centre staff know when to expect them.
- Visitors must report all accidents or near-miss incidents on Casa Tierra premises / or when taking part in activities to a member of staff.
- Visitors must look after their own and others' health and safety.
- Visitors must comply with Casa Tierra's procedures.
- The setting will under no circumstances tolerate any form of harassment from third parties including visitors towards others, including children, staff members and parents.

36. WORKING IN PARTNERSHIP WITH PARENTS & CARERS POLICY

We understand that the parent/main carer is the most important person in a child's life, and we respect their requests/wishes. We understand that a good relationship between ourselves and parents/carers, where we share information about their child, is most likely to promote the well-being, development and progress of the child.

In order to meet each child's individual needs it is important to exchange information with parents/carers on a regular basis. This will be achieved in the following ways:

- A written contract will be drawn up for each child with their parents/carers, this will be reviewed at least once a year, or earlier if required.
- A Child Record form is to be completed by parents/carers for each child. This form gives health and medical information and contact details, and is to be updated when necessary. We also ask parents/carers to provide us with as much information as possible on their child's particular needs, likes/dislikes, favourite activities/toys, and routines.
- The EYFS development stages are explained to parents during settling and they are asked to help assess where their child is at, with support, when they begin care with us.
- Parents/carers are informed about our policies and procedures and they are sent digital copies. Key ones are available on the Casa Tierra website.
- Parents/carers are requested to sign consent forms for policies.
- We complete a daily record for each child, detailing activities/outings/ resources, food and drink, and care routines, which is emailed every night for the parents to read.

- We make regular observations on each child to record their development and plan future activities. These are uploaded to Kinderly so parents can see them too and are encouraged to comment on them online, referring to how the child is doing in the particular area at home.
- At the end of each day, we give parents/carers brief verbal feedback about anything they need to know immediately.
- Parents/carers are welcome to message us during the day via WhatsApp if needed about minor matters concerning their child such as their routine or current habits/needs. If necessary, an appropriate time during the week can be arranged to meet with parents/carers to discuss further needs or concerns. We can also be contacted via e-mail.
- We keep parents informed about plans regarding future activities/outings, any changes/developments in our service, and any training we are planning to undertake in the near future via emails predominantly.
- We welcome suggestions/comments from parents/carers about our provision of care.