

Volunteer Policy

Link to Every Child Matters: Staying Safe

Links to the Early Years Foundation Stage

Safeguarding and Welfare Requirements: Suitable People– 3.9, 3.29

At Small World Nursery we recognise the immense benefits that volunteers bring to the nursery. In return we hope to give volunteers an opportunity to share their skills in a different environment and to undertake new experiences.

Status of volunteers

A volunteer is not an employee and will not have a contract of employment with the nursery. We will, however, insist that the volunteer follows all nursery procedures in the same manner as a paid employee to ensure consistency, safety and quality of care and early learning for the children. Volunteers will be supervised at all times.

Enhanced Disclosure and Barring Service (DBS) check

All volunteers will have suitability checks conducted in the same way as paid employees. This will include an enhanced DBS check. These checks will be conducted before any volunteer starts their time within the nursery and will also include two written references.

Training

Volunteers will be offered training and/or support as appropriate. We will provide any training and support required for the role, including child protection, paediatric first aid (where applicable) and health and safety training. The purpose of this is to enable the volunteer to be supported and enhance their development in their voluntary role within our team.

Policies and procedures

Volunteers are expected to comply with all the nursery's policies and procedures. The volunteer's induction process will include an explanation of this.

Confidentiality

Volunteers should not disclose information about the nursery, staff, children and families as stated in the confidentiality policy and should follow the nursery confidentiality procedure at all times.

Volunteer's induction pack

On commencing their volunteer work, the volunteer will be given a pack containing:

- General information about the nursery
- A copy of the volunteering policy
- A confidentiality statement which will require reading, signing and returning to the nursery manager
- Details of access to all nursery relevant policies and procedures.

Volunteer support

The nursery will nominate a senior member of staff who will take the volunteer through their induction and support and advise them throughout their time in the nursery.

| | |
|----------------------------------|-----------------------------------|
| This policy was adopted by | Small World Nursery |
| On | 13 th August 2019 |
| Date to be reviewed | August 2020 |
| Signed on behalf of the provider | |
| Name and role of signatory | Melanie Whitley (Nursery Manager) |

Volunteer Agreement

Our mission is to support the delivery of quality care and early learning for children.

Small World Nursery encourages and welcomes volunteers. This agreement sets out the relationship between a volunteer and the organisation.

This letter sets out what we can each reasonably expect from your volunteering role within Kings Church Loughborough T/A Small World Nursery. Small World Nursery appreciates you volunteering with us and is committed to providing volunteers with a supportive environment. We hope that you will find your volunteer experience enjoyable and rewarding.

Your role as a volunteer

Your role as volunteer is as an Administrator and started on the 1st January 2011. We hope that you will usually be able to volunteer with us for at least 5 hours per week, one morning per week so that we can each get the most from the volunteering experience. However, we are flexible about when you work so please let us know if you would prefer a different arrangement.

What we expect from you

We will discuss with you the amount of time that you are willing to commit to volunteering. If, for any reason, you will not be available, we would be grateful if you could let us know as soon as possible.

We expect you to perform your role to the best of your ability and to follow our procedures and standards, including health and safety and equal opportunities. You can expect us to deal with you in accordance with our equal opportunities policy.

As a volunteer, you are still required to hold a valid DBS check. We will pay for your initial DBS check upon. You are then responsible for subscribing and updating your check annually, but may reclaim the cost of this as an expense

What you can expect from us

Small World Nursery will provide you with:

1. TRAINING

We will provide training to assist you to meet the standards we expect from volunteers and to ensure your health and safety.

2. SUPERVISION AND SUPPORT

Your main point of contact during your volunteering with us is Melanie Whitley. You will have regular meetings with Melanie to agree targets for your volunteering role and discuss any problems or complaints you may have.

Please give Melanie as much notice as possible if you are unable to volunteer when expected.

3. EXPENSES

We will reimburse certain out-of-pocket expenses incurred in connection with your volunteering for us. Details of these expenses and how to claim them are set out in our expenses policy, a copy of which is available from Melanie Whitley.

4. INSURANCE

We will provide adequate insurance cover for you while you are undertaking voluntary work approved and authorised by us.

5. CONFIDENTIALITY

In the course of providing your volunteering services, you may have access to confidential information relating to the Nursery or our users. We expect you not to use or disclose this information to any person either during your volunteering experience with us or at any time afterwards.

6. LEAVING

We ask that you give us as much notice as possible if you want to stop volunteering with us.

This agreement is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.

Please acknowledge that you understand the contents of this letter by signing, dating and returning the enclosed copy.

Yours sincerely,

Signed On behalf of Small world Nursery

I understand the contents of this letter.

Signed by volunteer

Date

Volunteer Induction Pack

Welcome

Welcome to Small World Nursery. This is your volunteer induction pack. In it we aim to introduce you to the work of the nursery and provide guidelines on the roles of volunteers within the organisation. Please work through the roles and responsibilities of Small World Nursery and volunteers with the nursery manager.

This is to ensure that you understand the necessary policies and practices, and that you feel comfortable and confident within your role as a volunteer. This pack is an introduction to Small World Nursery. Hopefully you will gather more information after training courses etc. This will serve to enhance your voluntary role and give you added insight and knowledge of our nursery and the people who use them. I hope you enjoy your time with Small World Nursery and thank you for your time and commitment.

Volunteer Statement

Small World Nursery welcomes and encourages the involvement of volunteers in the provision and delivery of services on the basis that everyone has something to offer regardless of beliefs, background and individual circumstances. Volunteers are not a substitute for paid staff. They play a valuable role in assisting the delivery of nursery services to the children and families that use our nursery. Volunteers are recognised as having a significant contribution to make by increasing the range of experience that children and families have access to.

In recognition of their contribution it is essential that volunteers are adequately resourced in terms of supervision, training, support and finance.

History of Small World Nursery

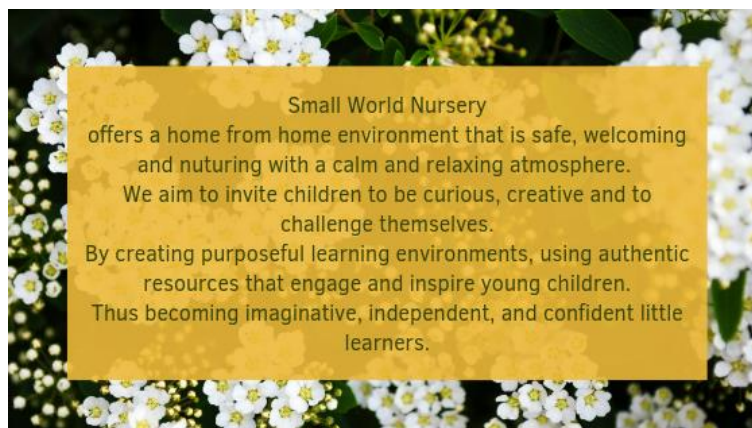
The nursery was started in August 1996 by King's church who owns the Schofield Family Centre. Our nursery is one of the projects set up by the church to support families in the important task of raising their children.

Small World Nursery is a large private day nursery started in August 1996 by King's church who owns the Schofield Centre. Our nursery is one of the projects set up by the church to support families in the important task of raising their children operating under the statutory guidance of the Early Years Foundation Stage (2014). We are inspected regularly by OFSTED, who look at both the quality of day care and education that we provide. Our OFSTED reports are available to all parents within the nursery and are published on the Ofsted website

<https://reports.beta.ofsted.gov.uk/provider/16/EY495681>.

We have a Nursery Facebook Page for parents, visitors and staff members with lots of useful information to help you keep up to date with any changes and events taking place in the nursery.

Aims



At Small World Nursery, we recognise that parents are a child's first carer and aim to work alongside you to nurture your little one until they go to school working to give them the best start in life we can give.

We are committed to providing a happy, calm, family atmosphere through our fascinating environment and highly qualified and experienced staff. We are passionate about raising standards in the nursery by continually reflecting on our practice giving your child some amazing play opportunities and experiences.

We recognise that all of our children and their families are unique and treat each one equally with respect, celebrating our cultural diversity. This is reflected in the nursery curriculum and resources. As needed, we will give extra support to children and families whose first language is not English, whilst encouraging children to freely express themselves in their most familiar language. We aim to treat each person with equal concern, giving freedom of choice whilst offering access to and encouraging participation in every opportunity.

Children with special or additional needs are welcome and we will do all we can to fully include children with disabilities. Staff are trained and experienced in recognising children and families with additional needs and will offer both the child and family the support needed to access further support if required.

As a town centre nursery, without an outdoor area we recognise the importance of outdoor learning and support all of the children regardless of age, the opportunity to experience some amazing activities in the community.

This nursery recognises that qualifications and training make an important contribution to the quality of the care and education provided by nursery settings. As part of our commitment to quality, we offer placements to Volunteers undertaking early year's qualifications and training. We aim to provide for Volunteers on placement with us experiences which contribute to the successful completion of their studies and which provides examples of quality practice in the early years care and education.

Who's Who in Small World Nursery

As a registered charity, Small World Nursery has a Board of Trustees, all acting in a voluntary capacity. All staff are held accountable to the Board of Trustees.

Chair of Trustees: Maria Laxton is responsible for the overall management of the organisation and its development.

Nursery Manager: Melanie Whitley has overall management responsibilities for the nursery and is the nursery's Designated Safeguarding Person.

Deputy Manager: Kittie Methuen-Jones has responsibility for the nursery in the absence of the nursery manager and has specific responsibility for Equality & Diversity, maintaining our Healthy Tots and working with children eligible for EYPP.

Office

Administrative Manager: Sam Hambleton

Pre-School

- **Pre-School Room Leader:** Helen Trigg is the Pre-School leader but is also responsible for the management of behaviour within the nursery.
- **SENco:** Marianne Goddard is our named SENco working with children over the age of 3 ensuring that the transitions to school and as smooth as possible.
- **Practitioners:** Shannon Barrett, Donna Faull, Shannon Moreland & Cheryl McCall

Toddler Room

- **Toddler Room Leaders:** Amy Onions & Katie Naylor. Amy has overall responsibility for ensuring all of the Two Year Checks are completed in a timely manner. Katie is our named Health & Safety representative.
- **Practitioners:** Caroline Kay & Catalina Herra-Patino
- **Lunchtime Cover:** Susan Hossain

Baby Room

- **Baby Room Leader:** Louise Wilkinson is responsible for the baby room but is also our named SENco for children under the age of 3.
- **Practitioners:** Emma Ruckley
- **Lunchtime Cover:** Sultana Razia

Kitchen

Nursery Cooks: Carole Moxom & Carys Ansell

Domestic

Cleaner: Tasmina Thevethas

Code of Conduct for Staff, volunteers and students

Adults will conduct themselves in a professional manner in their relationships with children and their families, including not overstepping the boundaries into personal contacts outside school, unless the child is already known to them in another capacity. The safety and welfare of the children in our setting is paramount.

- To arrive at the setting on time, comply by our dress code and participate in an induction process.
- To be familiar with our policies and procedures and ensure they are followed.
- To have looked over our allergies and care plan folder so you are aware of those children who you may need to be sensitive to.
- Ensure that you understand your job role and the current management ladder.
- Respect other colleagues and actively support them.
- Be polite and well-mannered and have regard to all those who access the unit.
- Listen to others and speak clearly and ensure you have understood by your receptor.
- Fulfil your responsibilities and duties to the children at the best of your ability
- Have an open mind and a positive attitude to further training and CPD
- Commitment to sharing information with parents and other settings
- Encouragement of communicating expertise throughout the unit.
- Be attentive in health and safety matters including completing incident logs for those children who arrive with "markings"
- Report all accidents to parents and gain their signature to show that they have fully understood.
- Please do not bring sweets or chocolate into the setting.
- Do not use your mobile phone in the setting yet the office is a zone where mobile phones can be used.

Types of affection permitted within the setting

- Volunteers are permitted to hold and comfort a child by picking the child up (being aware of manual handling and health and safety) place the child on the adults hip and cuddle for initial comfort.
- Volunteers are permitted to have child on their laps for comfort, security and reassurance however not when they have been advised by a practitioner that they need to let the child go
- During group story/circle sessions children who may need that extra thrive/contact are permitted to it with individual staff members.
- We shall always encourage children to sit independently. Having the children on staff laps will be monitored by observation.
- All Volunteers will be aware of their professional status and be mindful not to continually have the same child on their lap.
- Volunteers will support the practitioners with the re-direct of children who continually need comfort and affection.

- Volunteers will voice positive comments about our children's emotional development.

POLICIES AND PROCEDURES

We require all of our Volunteers to complete an induction within the nursery in order to familiarise themselves with the nursery's policies, procedures and practice. We also ask that they familiarise themselves with our policies and procedures, which can be found in the nursery reception or office.

If the Volunteer doesn't already hold a current DBS check, the nursery will require the Volunteer to complete this along with some volunteer agreement forms.

Volunteers placed in our nursery will not be counted in our staff ratios as we believe that they are there to observe and learn about what it means to work in a nursery environment.

The nursery has an up to date employer's liability insurance and public liability insurance which covers both students and voluntary helpers.

Health and Safety Policy

The health and safety of our employees, volunteers and students is of great importance to us. We aim to provide and maintain safe and healthy working conditions, equipment and systems of work for all of our employees and Volunteers. This will be achieved by providing them with the necessary information, training and instruction.

People responsible for Health and Safety

Health and Safety is everyone's responsibility. It is your own responsibility to take reasonable care of your own health and safety and that of others who may be affected by what you do or don't do. If you do see something that concerns, then please raise it with your supervisor or with one of the management team. Katie Naylor has overall responsibility for Health & Safety.

Hazards within the nursery

Slips, trips and falls

These can be prevented by:

- Wearing sensible shoes
- Tidying up regularly after yourselves and the children (particularly the toys that the children are playing with)

Manual Handling

Please avoid the need for manual handling if at all possible. If in doubt, ask for help and advice. This hazard will apply to lifting and carrying babies and young children.

If you are going to lift, then please remember to:

- Get a good grip
- Bend your knees
- Lift using your leg muscles
- Keep your back straight
- Avoid twisting your trunk or sudden movements

Hazardous substances and materials

Hazardous substances and materials include cleaning chemicals and medication. Cleaning materials are kept in a locked cupboard and should not be handled by Volunteers. Full COSHH lists are kept on all cleaning materials. Volunteers will not be asked to administer medication to anyone.

Accident Procedures

All accidents must be reported and all injuries, no matter how small must be entered on to an accident form. Any accident should be reported to your supervisor.

First Aid.

Volunteers will not carry out any first aid task. First Aid will only be carried out by a qualified first aider who has undergone a training course in administering paediatric first aid at work. Many of our staff are currently qualified. First Aid boxes are provided and are located in the nappy change area, the kitchen and the office.

Infection Control

Volunteers can help to prevent the spread of infection by not attending nursery if they have been ill with a contagious illness such as sickness and diarrhoea and ensuring they thoroughly wash their hands on a regular basis.

Personal Protective Equipment

Volunteers should not be asked to carry out any tasks involving the use of personal protective equipment. Gloves and aprons are provided for the staff by the nursery for certain tasks such as changing nappies.

Fire Policy & Emergency evacuation procedure

- Evacuate the building immediately, using your nearest exit.
- Close all the doors behind you.

Routes of escape are:

- The main exit is via the front door of the nursery and down the main staircase.
- The secondary exit is via the fire door in the craft area, into the adjacent building, following the staircase down to the ground floor and out of the door at the bottom onto the pavement.
- DO NOT STOP TO COLLECT YOUR BELONGINGS
- DO NOT RE-ENTER THE BUILDING UNLESS INSTRUCTED THAT IT IS SAFE TO DO SO
- PLEASE DO NOT RUN
- DO NOT USE THE LIFT

Evacuation

- A practitioner will collect the child register and staff register.
- If the land line has been used to call for help, the nursery manager will pick up mobile phone. (If the mobile phone has been used to call for help, the person using it must take it with them when evacuating the building).

Assembly Point

Once outside the nursery, cross over the road using the traffic lights and congregate at the rear of Sainsbury's on the large bit of pavement furthest away from the road. Once gathered a register will be called.

No Smoking Policy

Legislation now exist which makes it illegal to smoke in enclosed public spaces. Smoking is therefore strictly prohibited throughout the Schofield Centre. Outside areas have been identified for those who wish to smoke during their lunch break.

Whilst it is not a legal offence to smoke e-cigarettes in a public place, given some e-cigarettes do release a vapour or substance of some description, to ensure we maintain an enjoyable and comfortable working environment for all, the nursery prohibits the use of all smoking devices on company premises. Anyone wishing to smoke these items must do so in the designated smoking areas, or alternatively off-site in their break. Breach of these rules is a disciplinary offence.

Alcohol and Drugs Policy

Under legislation Small World Nursery has a duty to ensure, so far as is reasonably practicable, the health and safety and welfare at work of all our employees, volunteers, children and families. Bringing alcohol or any unlawful drugs to the workplace, is strictly prohibited both during work time and during a period prior to work where the effects carry over to the workplace. If we have reason to believe that a member of staff is under the influence of alcohol or any other substance that may affect their ability to care for children, they will not be allowed to work directly with the children and will be dealt with under the disciplinary procedure and may lead to your summary dismissal.

Illegal Drugs

The taking of or possession of illegal substances during working hours constitutes gross misconduct and will result in immediate dismissal.

Safeguarding Policy

Small World Nursery has a legal responsibility to make sure that the setting has an effective safeguarding policy and procedures in place and monitors that the setting complies with them. The nursery ensures that our policy is made available to parents and carers if requested. It is the responsibility of the manager to ensure that all staff and volunteers are properly checked to make sure they are safe to work with the children who attend our setting, that the setting has procedures for handling allegations of abuse made against members of staff (including the Nursery Manager) or volunteers and ensure the safe and appropriate use of cameras, mobile phones, technology and on line equipment within the setting. The nursery has an appointed **Safeguarding Designated Person (Melanie Whitley)** who has lead responsibility for dealing with all safeguarding issues in our setting.

It is the responsibility of the Designated Person to ensure that all safeguarding issues raised in setting are effectively responded to, recorded and referred to the appropriate agency. They are also responsible for arranging the whole settings safeguarding training for all staff and volunteers who work with children and young people in our setting. The Designated person must ensure that the whole settings safeguarding training takes place at least every three years; which they can deliver within setting provided they are linked in to the support and quality assurance process offered by the Local Authority.

The Designated Person is required to attend or ensure that a senior member of staff who has the relevant training and access to appropriate supervision, attends where appropriate, all child protection case conferences, reviews, core groups or meetings where it concerns a child at our setting and to contribute to multiagency discussions to safeguard and promote the child's welfare. The Designated Person is responsible for ensuring the acceptable, safe use and storage of all camera technology, images, and mobile phones through the implementation, monitoring and reviewing of the appropriate policies and procedures. This includes the E-safety Policy which includes Camera & Image Policy, Mobile Phone Policy, and Acceptable Use Policy.

All Child Protection concerns need to be acted on immediately. If you are concerned you must tell the Designated Person (Melanie Whitley).

Confidential reporting (Whistle blowing)

At Small World Nursery we expect all our colleagues, both internal and external, to be professional at all times and hold the highest possible standards of the welfare and safety of every child as their paramount objective.

In line with that commitment we encourage parents, employees and others with any serious concerns about any aspect of the settings operations to come forward and voice those concerns. Obviously in certain cases we may have to proceed on a confidential basis. Any employee of the setting can follow this policy without any fears of reprisals. This Whistle Blowing Policy is in place to encourage and enable employees to raise serious concerns within the setting other than overlooking a problem or blowing the whistle outside.

Disclosure procedure

- If this information relates to child protection/safeguarding then the nursery *child protection/*safeguarding children policy should be followed, with particular reference to the staff and volunteering section
- Where you reasonably believe one or more of the above circumstances listed above has occurred, you should promptly disclose this to your manager so that any appropriate action can be taken. If it is inappropriate to make such a disclosure to your manager (i.e. because it relates to your manager) you should speak to Kittie Methuen-Jones (Deputy Manager) or Karen Long (Designated Person for Safeguarding on behalf of Kings Church Loughborough).
- Employees will suffer no detriment of any sort for making such a disclosure in accordance with this procedure. For further guidance in the use of the disclosure procedure, employees should speak in confidence to the *nursery manager/*owner
- Any disclosure or concerns raised will be treated seriously and will be dealt with in a consistent and confidential manner and will be followed through in a detailed and thorough manner
- Any employee who is involved in victimising employees who make a disclosure, takes any action to deter employees from disclosing information or makes malicious allegations in bad faith will be subject to potential disciplinary action which may result in dismissal
- Failure to report serious matters can also be investigated and potentially lead to disciplinary action which may result in dismissal
- Any management employee who inappropriately deals with a whistleblowing issue (e.g. failing to react appropriately by not taking action in a timely manner or disclosing confidential information) may be deemed to have engaged in gross misconduct which could lead to dismissal
- We give all of our staff the telephone numbers of the Local Authority Designated Officer (LADO), the local authority children's social care team and Ofsted so all staff may contact them if they cannot talk to anyone internally about the issues/concerns observed.

Violence and Harassment Policy

As a volunteer, it is important that you are aware of your role in the detection and prevention of abuse. Abuse can take many forms which can include: verbal abuse, emotional abuse, physical abuse, sexual abuse, financial abuse and institutional abuse. Any incident of any form of abuse should be reported to the nursery manager.

Equal Opportunities / Diversity Policy

Small World Nursery is committed to equal opportunities and seeks to recruit and retain volunteers from all sectors of the community. Small World Nursery will not tolerate the less favourable treatment of anyone on the grounds of their gender, age, race, colour, nationality, ethnic or national origin, disability, marital status, sexual orientation, responsibility for dependents, trade union or political activities, religious or other beliefs, or any other reason which cannot be shown to be justified. This policy is subject to the requirements and legislative framework as outlined in the Equality Act 2010.

Confidentially policy

At Small World we pride ourselves on the professional relationship that we build with our families. We aim to ensure that all parents and carers can share their information in the confidence that it will only be used to enhance the welfare of their children. There are record keeping systems in place that meet legal requirements: means of storing and sharing that information take place within the framework of the data protection act and the human rights act. Small World ensures that staff are aware of their responsibility for confidentiality through induction and supervision.

Confidentiality Procedures

- We always check whether parents regard the information they share with us to be regarded as confidential or not.

- Some parents sometimes share information about themselves with other parents as well as staff; the setting cannot be held responsible if information is shared beyond those parents whom the person has 'confided' in.
- Information shared between parents in a discussion or training group is usually bound by a shared agreement that the information is confidential to the group and not discussed outside of it.
- We inform parents when we need to record confidential information beyond the general personal information we keep (see our record keeping procedures) - for example with regard to any injuries, concerns or changes in relation to the child or the family, any discussions with parents on sensitive matters, any records we are obliged to keep regarding action taken in respect of child protection and any contact and correspondence with external agencies in relation to their child.
- We keep all records securely -see our record keeping procedures and data protection policy.

Information, Communication and Technology Policy

The designated person for safeguarding is responsible for ensuring the policies are kept up to date and put into practice.

Small World have a responsibility to all our children that they can have access to all types of information and communication technology. Computers, internet and cameras are an important resource for children to gain experiences of knowledge and understanding of the world. Staff will monitor our equipment so all children have equal access.

Internet acceptable use policy

- Many devices and emerging technology are equipped with internet access. Assessing age appropriate websites should be enabled with encouraging children to be cautious.
- The nursery will register with data protection every year. This will ensure that we can store information covering all aspects of our setting. This will include documents, images and children's records and being able to send emails with this information attached.
- The nursery will ensure that we have our own computers which will be kept within Small World office. This will also include any additional external hard drives.
- Staff passwords will be used at all times to gain access to these confidential files.
- Up to date security and virus protector will be purchased for all our computers connected to the internet. This regularly checked and renewed yearly.
- A separate computer will be available for children's use only. This computer will be based in our pre-school rooms but will not hold any confidential information. A variety of educational CD-ROM programmes will be available to the children. Each CD-ROM will be purchased from a reputable company and be based on developing early year's education.
- All Communication methods between families of our setting will be clear and professional.
- Our children do not have access to the internet at present. Occasionally a non-data holding Small World owned laptop may be used during nursery opening times for a DVD or to show a story or an event on the BBC C-beebies website. These times are completely supervised by a qualified member of staff and the children will not be permitted to access the internet on their own to protect them from deliberate or unintentional misuse

Social Networks:

- Small World nursery does have a social network site on Facebook in order to promote its business.
- As part of our Confidentiality policy staff members and volunteers of the nursery will only feedback information to parents/cares about their own child only through home/nursery books, verbally on the work telephone or face to face; not through social networks. This eliminates any possibility of parents using social networks to talk about other children that attend Small World Nursery.
- Volunteers, Staff and volunteers are informed that they must adhere to the confidentiality policy.

- Volunteers, Employees and volunteers must not refer to any children, activities, families or staff linked to the nursery on their personal social network sites at home this avoids any misinterpretation.
- If staff have a personal social networking profile, details are not shared or 'friends' with children, families or parents in our care; this is asked to be avoided.
- Not to post online information that could bring the group disrepute.
- Not to request or respond to information from a child.
- Any abuse of this kind is reported to the nursery, Committee will be informed and this type of unacceptable behaviour can lead to instant dismissal if gross misconduct is reported.
- Staff will not use Small World equipment to access social networks.

Mobile Phone and acceptable use Policy:

- Mobile phones are devices that can access the internet, social networking sites as well as offering video recording, audio recording and camera facilities.
 - Children understand that they are an effective communication tool.
 - Children need to learn the skills to manage changes in technology, understand the risks that are linked with these devices so they help themselves to stay safe.
 - In order to effectively manage and minimise the potential for misuse Small World will have dedicated Mobile Free Zone within the children's rooms, creative area and the toilets and a Mobile User Zone will be available to all staff, parents, Volunteers and volunteers in the nursery office.
 - Staff area aware that mobile phones are not used within the zone and will challenge any adult present of when they can use their mobile and where to do so.
 - Mobile phones are not to be used in any situation that may cause embarrassment or discomfort to Volunteers, staff or visitors to the nursery.
 - Mobile phones can be kept on but must be kept in the staff room, this will help to eliminate the potential risks and reduce the disturbance that a phone call can make.
 - All staff as part of induction will be informed of this policy and given the nursery landline number for private phone calls. The office staff can transfer a private call to staff as and when necessary.
 - The persons should only use their mobile phones on lunch breaks in the staff room or off the premises.
 - Practitioners and managers must not use their personal mobile phone for contacting children, parents and carers unless it is an emergency. In order to reduce stress related to work personal mobiles can be used to contact other staff members out of working hours (to inform of illness/cover for work) generally these times are very early in the morning or on weekends when the office is closed.
 - Personal mobile phones should not be used by staff or parents to take photos/videos or use any other application during Nursery sessions and other educational activities, such as outings unless the nursery has a special event (nativity).
 - During a special event (nativity) parents and carers (staff are not permitted) are encouraged to film their child at these events, however are expected to support the nursery by following these steps:
 - Images and videos should be used for their own or families personal use only!
 - If images are shared online, access should be limited to immediate family only and not PUBLIC.
 - The Nursery accepts no responsibility for replacing lost, stolen or damaged mobile phones.
- Use of cameras and acceptable use:**
- We aim to ensure safer and appropriate use of cameras and images through an agreed acceptable use procedure.
 - Images will be used in a manner that meets data protection requirements;
 - Images will be fairly and lawfully processed

- Processed for limited, specially stated purposes only.
- Used in a way that is adequate, relevant and not excessive
- Accurate and up to date.
- Kept on file no longer than usual.
- Processed in line with an individual legal rights.
- Kept securely
- Adequately protected if transferred to other building.
- Personal photographic equipment must not be used within the setting.
- Designated work related equipment will only be used to capture still and moving images.
- For the setting to have designated cameras they must either be purchased by the setting or given to the setting as part of a grant or gift.
- These cameras will be fitted with a suitable size memory card. The memory card will be the property of the setting.
- Transferring of images through USB sticks or memory cards will not be permitted.
- As part of each child's registration: Parental permission will be gained to take photos and videos of each child. This will also include permission to use these photos offsite for marketing on our website, in local newspapers, posters, welcome pack and within the wider building.
- Cameras will be available for staff to capture the children to support observation requirements for each child's learning journey and to share with parents.
- The designated person for safeguarding (Melanie Whitley) should be responsible for memory sticks and storage devices.
- Images of children who have left the setting will no longer be kept on a storage device and will be withdrawn from any publication. Consent of images will lapse when a child leaves the early years setting.
- Images which may cause distress upset or embarrassment must not be used.
- Under no circumstances must images be taken of children part dressed or undressed.
- Ensure that a child's name or any other identifying text accompanies their photograph on a display particularly careful when such images may be viewed by the general public.
- Small World have a digital photo frame for the nursery and their registered children use only; this not used in a public place.
- Small World supply cameras where the children take images of each other and their surrounding area. Appropriate supervision and support are given by our practitioners.
- Images are used for the settings website, promotional boards and children's learning journeys (only with sought permission)

DISCIPLINARY AND GRIEVANCE POLICY

The aim of this policy is to illustrate how the nursery's disciplinary and grievance procedures are implemented within the setting and identify where and how the nursery aims to protect the children who attend, the employees, and the nursery itself from conflict and inappropriate.

Minor disagreements are usually resolved at the regular staff management meeting, or informally through discussion.

Disciplinary procedure

A more serious situation arises when a dispute cannot be resolved informally, or when the management committee is dissatisfied with the conduct or activities of an employee.

Disciplinary matters will then be dealt with using the following procedure.

At every stage the employee will be given reasonable notice (at least five days) that a disciplinary hearing is due to take place in order to give her/him the opportunity to be accompanied by a colleague or union representative if she or he wishes.

The employee will be advised of the nature and details of the complaint to allow her/him to prepare her/his case.

The disciplinary panel will consist of the Chairperson of the nursery Committee along with two other nominated Committee members, who will ensure that confidentiality is maintained within the panel throughout the process.

Small World Nursery's Responsibilities to Volunteers

- Small World Nursery will reimburse any out of pocket expenses (see claiming expenses guidelines).
- Small World Nursery will provide suitable induction training for all volunteers and provide ongoing training.
- Small World Nursery agrees to provide regular supervision meetings (see supervision and support guidelines).
- Small World Nursery will ensure that all volunteers are covered by insurance and the Health and Safety Policy.
- Small World Nursery will ensure that there are mechanisms within the organisation that will allow the views of volunteers to be heard.

Dealing with Children's Behaviour

In order to achieve this:

- Small World will have a named practitioner "Helen Trigg" responsible for behavioural management within our nursery.
- All adults including Volunteers will try to provide a positive model for the children with regard to friendliness, care and courtesy and to offer strategies for handling any conflict.
- Rules governing the conduct of the group and the behaviour of the children will be discussed and agreed with the nursery and explained to all new comers, both children and adults.
- All adults in the nursery will ensure that the rules are applied consistently, so that children have the security of knowing what to expect and can build up useful habits of behaviour.
- Adults in the nursery will praise and endorse desirable behaviour such as kindness and willingness to share.
- We will take positive steps to avoid a situation in which children receive adult attention only in return for undesirable behaviour.

Adult intervention

When children behave in unacceptable ways:-

- They will be given one-to-one adult support in seeing what was wrong and how to cope more appropriately. Where appropriate, this might be accomplished by a period of "timeout" with an adult.
- Children will never be sent out of the room by themselves.
- Physical punishment such as smacking or shaking, will neither be used nor threatened by any adult either Volunteers, staff, parents or volunteers.
- Techniques intended to single out and humiliate individual children such as the "naughty chair" will not be used. Including threatening corporal punishment.
- Physical restraint, such as holding, will be used only to prevent personal injury to children or adults and/or serious damage to property. Any significant event of this sort will be recorded and the parent informed the same day.
- In cases of serious misbehaviour, it will always be made clear to the child or children in question that it is the behaviour and not the child that is unwelcome.
- Adults will not shout, or raise their voices in a threatening way.
- Adults in the nursery will make themselves aware of, and respect, a range of cultural expectations regarding interactions between people.
- Any behaviour problems will be handled in a developmentally appropriate fashion, respecting individual children's level of understanding and maturity.
- Recurring problems will be tackled by the whole nursery, using objective observation records to establish an understanding of the cause.
 - Adults will be aware that some kinds of behaviour may arise from a child's special needs.