



## Administering Medication Policy

If a child attending Busy Buttons CORE(BBCORE) requires prescription medication of any kind, their parent or carer must complete a **Permission to administer medicine** form in advance. Staff at BBCORE will not administer any medication without such prior written consent.

Ideally children should take their medication before arriving at BBCORE. If this is not possible, children will be encouraged to take personal responsibility for their medication, if appropriate. If children carry their own medication (eg asthma inhalers), BBCORE staff will offer to keep the medication safe until it is required. Inhalers must be labelled with the child's name.

BBCORE can only administer medication that has been prescribed by a doctor, dentist, nurse or pharmacist. However, if a medicine contains aspirin we can only administer it if it has been prescribed by a doctor. All medication provided must have the prescription sticker attached which includes the child's name, the date, the type of medicine and the dosage.

A designated staff member will be responsible for administering medication or for witnessing self-administration by the child. The designated person will record receipt of the medication on a **Medication Log**, will check that the medication is properly labelled, and will ensure that it is stored securely during the session.

Before any medication is given, the designated person will:

- Check that BBCORE has received written consent
- Ask another member of staff to witness that the correct dosage is given. When the medication has been administered, the designated person must:
  - Record all relevant details on the **Record of Medication Given** form
  - Ask the child's parent or carer to sign the form to acknowledge that the medication has been given. When the medication is returned to the child's parent or carer, the designated person will record this on the **Medication Log**. If a child refuses to take their medication, staff will not force them to do so. The manager and the child's parent or carer will be notified, and the incident recorded on the **Record of Medication Given**. Certain medications require specialist training before use, eg Epi Pens. If a child requires such medication the manager will arrange appropriate training as soon as possible. It may be necessary to absent the child until such training has been undertaken. Where

specialist training is required, only appropriately trained staff may administer the medication. A child's parent or carer must complete a new **Permission to Administer Medication** form if there are any changes to a child's medication (including change of dosage or frequency). If a child suffers from a long term medical condition BBCORE will ask the child's parents to provide a medical care plan from their doctor, to clarify exactly what the symptoms and treatment are so that BBCORE has a clear statement of the child's medical requirements.

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2021	Signed: Louella Denise Fernandez - Lempainen

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Health [3.45-3.46]*



## Aggressive Behaviour Policy

Busy Buttons CORE (BBCORE) does not tolerate from any person, whether a parent, carer or visitor: bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict. BBCORE is a place of safety and security for the children who attend and for the staff who work here.

### Unacceptable behaviour

Unacceptable behaviour includes, but is not limited to, the following:

- Shouting at members of staff, whether in person or over the telephone
- Physically intimidating a member of staff, eg standing too close or blocking their exit
- Using aggressive or abusive hand gestures, eg shaking a fist towards another person
- Any other threatening behaviour, both physical and verbal
- Swearing
- Physical violence: pushing, hitting, slapping, punching or kicking
- Spitting
- Racist or sexist or otherwise abusive comments.

At Busy Buttons CORE we do not tolerate such behaviour whether it is directed at the staff or at any of the children in our care.

### Procedure

If a parent, carer or member of the public behaves in an unacceptable way towards a member of staff or a child attending BBCORE, we will take the following steps:

- In order to ensure the safety of the children and to limit possible distress, we will remove them from the vicinity of the incident.
- The manager or senior member of staff will seek to resolve the situation through calm discussion.
- If the individual wishes to make a complaint we will encourage them to follow BBCORE's Complaints procedure, or to complain directly to Ofsted if they so choose.
- If the individual continues to behave in an aggressive and intimidating manner, we will insist that they calm down or leave the premises immediately.
- If the individual refuses to calm down or leave the premises, the manager will contact the police without delay.

When the immediate incident has been resolved, the manager and staff will reflect on the incident, and decide whether it is appropriate to ban the individual from the premises for a period of time. The decision will take into account both the seriousness of the incident and whether the individual has behaved aggressively before.

If we decide that a ban is appropriate, we will write to the individual concerned to inform them of the reasons for the ban and its duration.

### Related policies

See also: **Equalities policy**, **Complaints policy**, **Safeguarding policy**.

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2021	Signed: Louella Denise Fernandez - Lempainen

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare requirements: Introduction [3.2]*.



---

## Arrivals and Departures

Busy Buttons CORE (BBCORE) recognises the importance of having robust systems in place to ensure the safe arrival and departure of the children in our care.

The manager will ensure that an accurate record is kept of all children in BBCORE, and that any arrivals or departures are recorded in the register. The register is kept in an accessible location on the premises at all times. In addition we conduct regular headcounts during the session.

### Escorting at BBCORE

- BBCORE and school have a clear agreement concerning the transfer of responsibility for children's safety.
- We have risk assessed the route used to escort children to BBCORE and review it regularly.
- BBCORE keep a register of children and escort children between locations.
- Members of staff escort the children and do regular head counts.
- If a child is booked into BBCORE but has not arrived, we will check whether the child was meant to be present at the club that day. If the whereabouts of the child is not known, staff will immediately inform the designated contact at the school and ask the school to implement its **Missing Child** policy.

### Arrivals

Our staff will greet each child warmly on their arrival at BBCORE and the parent or carer signs the daily register straightaway, including the time of arrival. Any notifications regards the person picking up the child is recorded by the parent on the register giving the name and contact number of the person and a password.

### Departures

- Staff will ensure that parents or carers sign children out before they leave, including the time of collection.
- Children are collected by an adult who has been authorised to do so on their registration form.
- In exceptional circumstances, if the parent requires another person who is not listed on the registration form to collect their child, the child's parents or carers must inform BBCORE in advance and provide a description of the person and a password that they will use. If the manager has any concerns regarding the person collecting he/she will contact the main parent or carer for confirmation.
- The parent or carer must notify BBCORE if they will be late collecting their child. If BBCORE is not informed, the **Uncollected Children** policy will be followed.
- Children over the age of eight will only be allowed to leave BBCORE alone at the end of the session if BBCORE has discussed this with the child's parents and has received their written consent.

- Children below the age of eight will not be allowed to leave BBCORE unaccompanied.

### **Absences**

- If a child is going to be absent from a session, parents must notify BBCORE in advance.
- If a child is absent without explanation, staff will contact the parents or carers and the school to check where the child should be. If staff still have concerns about the child's whereabouts after attempts to contact the parents and the school the manager will contact the police.
- BBCORE will try to discover the causes of prolonged and unexplained absences. Regular absences could indicate that a child or their family might need additional support.

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2021	Signed: Louella Denise Fernandez - Lempainen

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Safety and suitability of premises, environment and equipment [3.62, 3.64]; and Information and records [3.76]*



## Behaviour Management Policy

Busy Buttons CORE (BBCORE) uses effective behaviour management strategies to promote the welfare and enjoyment of children attending BBCORE. Working in partnership with parents, we aim to manage behaviour using clear, consistent and positive strategies. BBCORE rules are clearly displayed at every session, and are discussed regularly.

Whilst at Busy Buttons CORE we expect children to:

- Use socially acceptable behaviour
- Comply with BBCORE rules, which are compiled by the children attending BBCORE
- Respect one another, accepting differences of race, gender, ability, age and religion
- Develop their independence by maintaining self-discipline
- Choose and participate in a variety of activities
- Ask for help if needed
- Enjoy their time at BBCORE.

### Encouraging positive behaviour

At Busy Buttons CORE positive behaviour is encouraged by:

- Staff acting as positive role models
- Praising appropriate behaviour
- Sticker rewards
- Informing parents about individual achievements
- Offering a variety of play opportunities to meet the needs of children attending BBCORE.

It is inevitable that as children develop and learn, there are times when they need support and guidance to understand that their behaviour is not acceptable. Staff at BBCORE will try to determine the cause or triggers of the inappropriate behaviour to prevent the situation from recurring.

### Dealing with inappropriate behaviour

- Challenging behaviour will be addressed in a calm, firm and positive manner.
- In the first instance, the child will be temporarily removed from the activity.
- Staff will discuss why the behaviour displayed is deemed inappropriate.
- Staff will give the child an opportunity to explain their behaviour, to help prevent a recurrence.
- Staff will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation.
- If the inappropriate behaviour appears to be as a result of boredom, staff will consult with the child to find activities that more fully engage them.
- Staff will consult with parents to formulate clear strategies for dealing with persistent inappropriate behaviour.
- We will not threaten any punishment that could adversely affect a child's well-being (eg withdrawal of food or drink).

If after consultation with parents and the implementation of behaviour management strategies, a child continues to display inappropriate behaviour, BBCORE may decide to exclude the child in accordance with our **Suspensions and Exclusions** policy. The reasons and processes involved will be clearly explained to the child.

#### **Physical intervention**

Physical intervention will only be used as a last resort, when staff believe that action is necessary to prevent injury to the child or others, or to prevent significant damage to equipment or property. If a member of staff has to physically restrain a child, the manager will be notified and an **Incident record** will be completed. The incident will be discussed with the parent or carer as soon as possible.

If staff are not confident about their ability to contain a situation, they should call the manager or, in extreme cases, the police.

All serious incidents will be recorded on an **Incident record** and kept in the child's file. This may be used to build a pattern of behaviour, which may indicate an underlying cause. If a pattern of incidents indicates possible abuse, we will implement child protection procedures in accordance with our **Safeguarding** policy.

#### **Corporal punishment**

Corporal punishment or the threat of corporal punishment will *never* be used at BBCORE.

We will take all reasonable steps to ensure that no child who attends BBCORE receives corporal punishment from any person who cares for or is in regular contact with the child, or from any other person on our premises.

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2020	Signed: Louella Denise Fernandez - Lempainen

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Managing behaviour [3.52-3.53]*.



## Anti-Bullying Policy

Busy Buttons CORE (BBCORE) provides a supportive, caring and safe environment in which all children are free from the fear of being bullied. Bullying of any form is not tolerated in BBCORE, whether carried out by a child or an adult.

Staff, children and parents or carers will be made aware of BBCORE's position on bullying. Bullying behaviour is unacceptable in any form.

Any child who is a victim of bullying will be dealt with in a sympathetic manner. If bullying is suspected or reported, the incident will be dealt with immediately by the member of staff informed, and then discussed with the manager. An account of the incident will be recorded in an **Incident log**. All staff will be informed so that close monitoring of the victim and bully can begin. Parents of both parties will be informed.

Busy Buttons CORE defines bullying as the *repeated* harassment of others through emotional, physical, psychological or verbal abuse.

- **Physical:** Pushing, scratching, spitting, kicking, hitting, biting, taking or damaging belongings, tripping up, punching or using any sort of violence against another person.
- **Psychological:** Behaviour likely to create a sense of fear or anxiety in another person.
- **Emotional:** Being deliberately unkind, shunning or excluding another person from a group or tormenting them. For example, making another person feel 'left out' of a game or activity, passing notes about others or making fun of another person.
- **Verbal:** Name-calling, put-downs, ridiculing or using words to attack, threaten or insult. For example, spreading rumours or making fun of another person's appearance.

Racial harassment can take any of the forms of bullying listed above but is motivated by the victim's colour, race, nationality, or ethnic or national origins. Incidents of racial harassment will be recorded as such on the **Incident log**. (See our **Equalities Policy** for more information on how we deal with and challenge discriminatory behaviour.)

### Preventing bullying behaviour

Staff at Busy Buttons CORE will foster an anti-bullying culture in the following ways:

- Encouraging caring and nurturing behaviour
- Discussing friendships and encouraging group and team play
- Encouraging children to report bullying without fear
- Discussing the issues surrounding bullying with the children, including why bullying behaviour will not be tolerated
- Exploring the consequences of bullying behaviour with the children.

### Responding to bullying behaviour

Busy Buttons CORE acknowledges that despite all efforts to prevent it, bullying behaviour is likely to occur on occasion. Should such incidents occur, BBCORE will follow the procedure outlined below:

- We will address all incidents of bullying thoroughly and sensitively.
- Victims of bullying will be offered the immediate opportunity to discuss the matter with a member of staff who will reassure the child and offer support.
- They will be reassured that what they say will be taken seriously and handled sympathetically.

- Staff will support the individual who has been bullied, keeping them under close supervision, and checking their welfare regularly.
- If another child witnesses bullying and reports this, staff will reassure them that they have done the right thing. Staff will then investigate the matter.
- If a member of staff witnesses an act of bullying, involving children or adults at BBCORE, they will inform the supervisor.
- Children who have bullied will be helped by discussing what has happened, establishing why the child became involved. Staff will help the child to understand why this form of behaviour is unacceptable and will encourage him/her to change their behaviour
- If the bullying persists, the parents will be informed and a we will work with them to try to resolve the issues.
- If this fails to stop the bullying, more serious actions may have to be taken, as laid out in the **Suspensions and Exclusions** policy.
- All incidents of bullying will be reported to the manager and will be recorded on an **Incident Log**. The manager and other relevant staff will review BBCORE's procedures in respect of bullying, to ensure that practices are relevant and effective.

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2020	Signed: Louella Denise Fernandez - Lempainen

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Managing Behaviour [3.52]*.



## Child Induction Policy

When children first join Busy Buttons CORE (BBCORE) they will be allowed to settle in at their own pace.

We encourage parents or carers to discuss any concerns or needs of the child before they are due to start. Parents are allowed to wait with the child for a little while the child begin to engage with the other children and then encouraged to leave.

If necessary, parents or carers may stay in the allocated waiting area just in case the child causes any concern.

### Induction for new children

- The new child will be introduced to all members of staff and informed about any other regular visitors to BBCORE.
- EYFS children and their parents will be introduced to their allocated staff member.
- BBCORE's activities, rules and routines, such as snacks, signing in and signing out, will be explained.
- The child will be shown around BBCORE and told where they can and cannot go.
- The fire evacuation procedure and the locations of all fire exits will be explained.
- The child will be introduced to the other children at BBCORE and always asked to move in pairs as part of the group to visit the toilet or pay a visit to a location. The children help in the head count and in doing so know the group better and look out for each other as well.
- Staff will keep a close eye on the new child and will ensure that they are happy, engaged and feel secure in BBCORE environment.

If a child seems to be taking an unusually long time to settle in, this will be discussed with their parents or carers to see what can be done to make the transition easier.

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> August, 2021	Signed: Louella Denise Fernandez - Lempainen

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Information and Records [3.72-3.73]; Safety and Suitability of Premises, Environment and Equipment [3.55]*



## Complaints Policy

At Busy Buttons CORE(BBCORE) we aim to work in partnership with parents to deliver a high quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy is displayed on the premises at all times. Records of all complaints are kept for at least three years. A summary of complaints is available for parents on request.

The manager is usually responsible for dealing with complaints. If the complaint is about the manager, the registered person or other senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an **Incident log** and a **Complaints log** will be completed. Any complaints made will be dealt with in the following manner:

### Stage one

Complaints about aspects of BBCORE activity:

- The manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- If appropriate the parent will be encouraged to discuss the matter with staff concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

**Stage two** If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the manager. The manager will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days.

- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to BBCORE's practices or policies as a result of the complaint.
- Meet relevant parties to discuss BBCORE's response to the complaint, either together or on an individual basis. If child protection issues are raised, the manager will refer the situation to the Club's Child Protection Officer, who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the manager will contact the police.

#### **Making a complaint to Ofsted**

Any parent or carer can submit a complaint to Ofsted about Busy Buttons CORE at any time. Ofsted will consider and investigate all complaints. Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone: 0300 123 1231 (general enquiries)  
0300 123 4666 (complaints)

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2021	Signed: Louella Denise Fernandez - Lempainen

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Complaints [3.74-3.75]*.



## Confidentiality Policy

At Busy Buttons CORE (BBCORE) we respect the privacy of the children attending BBCORE and the privacy of their parents or carers. Our aim is to ensure that all those using and working at Busy Buttons CORE can do so with confidence.

We will respect confidentiality in the following ways:

- Parents can ask to see the records relating to their child, but will not have access to information about any other children.
- Staff only discuss individual children for purposes of planning and group management.
- Staff are made aware of the importance of confidentiality during their induction process.
- Information given by parents to staff will not be passed on to third parties without permission unless there is a safeguarding issue (as covered in our **Safeguarding Policy**).
- Concerns or evidence relating to a child's safety, will be kept in a confidential file and will not be shared within BBCORE, except with the designated Child Protection Officer and the manager.
- Issues relating to the employment of staff, whether paid or voluntary, will remain confidential to those making personnel decisions.
- Confidential records are stored securely in a lockable file.
- Students on work placements and volunteers are informed of our confidentiality policy and are required to respect it.

### Sharing information with outside agencies

We will only share information with outside agencies on a need-to-know basis and with consent from parents, except in cases relating to safeguarding children or criminal activity. If we decide to share information without parental consent, we will record this in the child's file, clearly stating our reasons.

We will only share relevant information that is accurate and up to date. Our primary commitment is to the safety and well-being of the children in our care.

### Data Protection Act

We comply with the requirements of the Data Protection Act 1998, regarding obtaining, storing and using personal data.

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2021	Signed: Louella Denise Fernandez - Lempainen



## Dangerous Plants Policy

Busy Buttons CORE (BBCORE) recognises that many plants are poisonous if eaten or capable of causing allergic reactions if handled. Accordingly, no plants on the list of the dangerous plants shown below are allowed on the premises without first conducting a risk assessment to review the degree of risk posed to the children.

The outside play area at BBCORE has also been checked for the dangerous plants listed below. Where a potentially dangerous plant exists and we are unable to remove it, we have conducted a risk assessment which takes into account:

- the ages and maturity of the children
- the degree of supervision required
- whether we need to restrict access to affected areas
- how children with allergies might be affected.

The following is a list of the most commonly found plants that staff should be aware of as posing a possible hazard. Note that this list is *not* fully comprehensive.

Common name	Latin name	Harmful
<b><i>Indoor Plants</i></b>		
Angels' Trumpets	(Brugmansia or Datura)	E
German Primula	(Primula Obconica)	T
Lantana	(Lantana)	E / T
Leopard Lily	(Dieffenbachia)	E / T
Oleander	(Nerium Oleander)	E
Rosy Periwinkle	(Catharanthus Roseus)	E
Umbrella Tree	(Schefflera)	T
Bulbs eg Daffodils & Hyacinths	(Narcissus) (Hyacinthus)	E / T
Cut flowers eg Daffodils, Monkshood, Mistletoe	(Narcissus) (Aconitum) (Viscum Album)	E / T
<b><i>Garden Plants</i></b>		
Autumn Crocus	(Colchicum Autumnale)	E
Castor Oil Plant	(Ricinus Communis)	E / T
Foxglove	(Digitalis Purpurea)	E
Freemontodendron	(Fremontodendron)	T
Ivy	(Hedera Helix)	E / T
Laburnum	(Laburnum Anagyroides)	E
Leyland Cypress	(X Cupressocyparis)	T

Lily-of-the-Valley	(Convallaria Majalis)	E
Lupins	(Lupinus)	E
Mezereon	(Daphne Mezereum)	E / T
Monkshood	(Aconitum Napellus)	E / T
Pokeweed	(Phytolacca)	E / T
Rue	(Ruta Graveolens)	T
Spurge	(Euphorbia)	E / T
Yew	(Taxus Baccata)	E

***Wild and native plants***

Black Bryony	(Tamus Communis)	E
Black Nightshade	(Solanum Nigrum)	E
Cherry Laurel	(Prunus Laurocerasus)	E
Deadly Nightshade	(Atropa Belladonna)	E
Giant Hogweed	(Heracleum Mantegazzianum)	T
Hemlock	(Conium Maculatum)	E
Hemlock Water Dropwort	(Oenanthe Crocata)	E
Horse Chestnut	(Aesculus Hippocastanum)	E
Lords-and-Ladies	(Arum Maculatum)	E
Mistletoe	(Viscum Album)	E
Snowberry	(Symphoricarpos Albus)	E
Wild Privet	(Ligustrum Vulgare)	E
Woody Nightshade	(Solanum Dulcamara)	E

**Key:** E = Harmful if eaten, T = Harmful if touched

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2021	Signed: Louella Denise Fernandez - Lempainen

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Safety and Suitability of Premises, Environment and Equipment* [3.54, 3.64]



---

## Data Protection Policy

At Busy Buttons CORE (BBCORE) we respect the privacy of the children attending the BBCORE and the privacy of their parents or carers, as well as the privacy of our staff. Our aim is to ensure that all those using and working at BBCORE can do so with confidence that their personal data is being kept secure.

Our lead person for data protection is Louella Fernandez-Lempäinen. The lead person ensures that the BBCORE meets the requirements of the GDPR, liaises with statutory bodies when necessary, and responds to any subject access requests.

### Confidentiality

Within the BBCORE we respect confidentiality in the following ways:

- We will only ever share information with a parent about their own child.
- Information given by parents to BBCORE staff about their child will not be passed on to third parties without permission unless there is a safeguarding issue (as covered in our [Safeguarding Policy](#)).
- Concerns or evidence relating to a child's safety, will be kept in a confidential file and will not be shared within the BBCORE, except with the designated Child Protection Officer and the manager.
- Staff only discuss individual children for purposes of planning and group management.
- Staff are made aware of the importance of confidentiality during their induction process.
- Issues relating to the employment of staff, whether paid or voluntary, will remain confidential to those making personnel decisions.
- All personal data is stored securely in a lockable file and on a password protected computer as well as passcode-locked phone.
- Students on work placements and volunteers are informed of our Data Protection policy and are required to respect it.

### Information that we keep

The items of personal data that we keep about individuals are documented on our personal data matrix. The personal data matrix is reviewed annually to ensure that any new data types are included.

*Children and parents:* We hold only the information necessary to provide a childcare service for each child. This includes child registration information, medical information, parent contact information, attendance records, incident and accident records and so forth. Once a child leaves our care we retain only the data required by statutory legislation and industry best practice, and for the prescribed periods of time. Electronic data that is no longer required is deleted and paper records are disposed of securely.

**Staff:** We keep information about employees in order to meet HMRC requirements, and to comply with all other areas of employment legislation. We retain the information after a member of staff has left our employment for the recommended period of time, then it is deleted or destroyed as necessary.

## Sharing information with third parties

We will only share child information with outside agencies on a need-to-know basis and with consent from parents, except in cases relating to safeguarding children, criminal activity, or if required by legally authorised bodies (eg Police, HMRC, etc). If we decide to share information without parental consent, we will record this in the child's file, clearly stating our reasons.

We will only share relevant information that is accurate and up to date. Our primary commitment is to the safety and well-being of the children in our care.

Some limited personal information is disclosed to authorised third parties we have engaged to process it, as part of the normal running of our business, for example in order to take online bookings, and to manage our payroll and accounts. Any such third parties comply with the strict data protection regulations of the GDPR.

## Subject access requests

- Parents/carers can ask to see the information and records relating to their child, and/or any information that we keep about themselves.
- Staff and volunteers can ask to see any information that we keep about them.
- We will make the requested information available as soon as practicable, and will respond to the request within one month at the latest.
- If our information is found to be incorrect or out of date, we will update it promptly.
- If any individual about whom we hold data has a complaint about how we have kept their information secure, or how we have responded to a subject access request, they may complain to the Information Commissioner's Office (ICO).

## GDPR

We comply with the requirements of the General Data Protection Regulation (GDPR), regarding obtaining, storing and using personal data.

This policy was adopted by: Busy Buttons CORE	Date: 30/05/2020
To be reviewed: 29/05/2021	Signed: Louella Fernandez-Lempäänen

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Information and records [3.68 -3.71]*.



---

## Emergency Evacuation/Closure Procedure

Busy Buttons CORE(BBCORE) will make every effort to keep BBCORE open, but in exceptional circumstances, we may need to close at short notice.

Possible reasons for emergency closure include:

- Serious weather conditions
- Heating system failure
- Burst water pipes
- Fire or bomb scare/explosion
- Death of a member of staff or child
- Assault on a staff member or child
- Serious accident or illness In the event of an emergency, our primary concern will be to ensure that both children and staff are kept safe. If it is necessary to evacuate BBCORE, the following steps will be taken:
  - If appropriate the manager or session supervisor will contact the emergency services.
  - All children will be escorted from the building to the assembly point using the nearest safe exit.
  - No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
  - A nominated member of staff will check the premises and will collect the register (including emergency contact details) providing that this does not put anyone at risk.
  - Before leaving the building the nominated person will close all accessible doors and windows, if it is safe to do so.
  - The register will be taken and all children and staff accounted for.
  - If any person is missing from the register, the emergency services will be informed immediately.

- The manager will contact parents to collect their children. If the register is not available, the manager will use the emergency contacts list (which is kept off site).
- All children will be supervised until they are safely collected.
- If after every attempt, a child's parent or carers cannot be contacted, BBCORE will follow its **Uncollected Child** procedure. If BBCORE has to close, even temporarily, or operate from alternative premises, as a result of the emergency, we will notify Ofsted.

Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD Telephone: 0300 123 1231

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2021	Signed: Louella Denise Fernandez - Lempainen

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Safety and suitability of premises, environment and equipment [3.55]*



---

## Environmental Policy

Busy Buttons CORE (BBCORE) is committed to the protection of the environment through reducing pollution, emissions and waste.

As part of the induction process, and through staff meetings and training, our staff will be informed about reducing the use of raw materials, supplies and energy.

We raise the children's awareness of environmental issues through discussions, projects and day-to-day activities within BBCORE.

Children and staff follow BBCORE's 'eco code':

- We re-use and recycle our waste material, and the recycling bins are easily accessible to staff and children.
- We switch off lights when not in use and fit the lights with energy saving bulbs where possible.
- We turn off electrical equipment at the power source when not in use.
- We turn off taps after use and do not waste water.
- We do not drop litter.
- We use biodegradable substitute to plastic were possible.
- We teach children about Nature and the negative impact of pollution, excessive waste and global warming.
- We use eco-friendly and recycled cleaning products were possible.
- We plan our outings to minimise vehicle use and use public transport whenever possible.

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2021	Signed: Louella Denise Fernandez - Lempainen



## Equalities Policy

At Busy Buttons CORE (BBCORE) we will ensure that we provide a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.

To achieve BBCORE's objective of creating an environment free from discrimination and welcoming to all, BBCORE will:

- 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.
- Not discriminate against children on the grounds of disability, sexual orientation, class, family status or HIV/Aids status.
- Help all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities.
- Strive to ensure that children feel good about themselves and others, by celebrating the differences which make us all unique individuals.
- Ensure that its services are available to all parents/carers and children in the local community.
- Ensure that BBCORE's recruitment policies and procedures are open, fair and non-discriminatory.
- Work to fulfil all the legal requirements of the Equality Act 2010.
- We will monitor and review the effectiveness of our inclusive practice by conducting an Inclusion Audit on an annual basis.

### Challenging inappropriate attitudes and practices

We will challenge inappropriate attitudes and practices by engaging children and adults in discussion, by displaying positive images of race and disability, and through our staff modelling anti-discriminatory behaviour at all times.

### Racial harassment

BBCORE will not tolerate any form of racial harassment. BBCORE will challenge racist and discriminatory remarks, attitudes and behaviour from the children at BBCORE, from staff and from any other adults on BBCORE premises (eg parents/carers collecting children).

### Promoting equal opportunities

BBCORE's Equal Opportunities Named Coordinator (ENCO) is Lautaro Lempainen. The ENCO is responsible for ensuring that:

- Staff receive relevant and appropriate training

- The **Equalities policy** is consistent with current legislation and guidance
- Appropriate action is taken wherever discriminatory behaviour, language or attitudes occur.

## **Children with additional needs**

Our BBCORE recognises that some children have additional needs or physical disabilities that require particular support and assistance. We will assess the individual needs of each child in consultation with their parents prior to their attending BBCORE, and will make reasonable adjustments to ensure that children can access our services and are made to feel welcome.

Where one-to-one support is required we will assist parents in accessing the funding required to provide the additional care.

## **Special Educational Needs Coordinator**

BBCORE's Special Educational Needs Coordinator (SENCO) is Lautaro Lempainen The SENCO will:

- Manage the provision for children with special educational needs or physical disabilities.
- Be fully trained and experienced in the care and assessment of such children.

All members of staff will assist the SENCO in caring for children with additional needs or physical disabilities.

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2021	Signed: Louella Denise Fernandez - Lempainen

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare requirements: Equal opportunities [3.67], Information for parents and carers [3.73], and Staff qualifications, training and support [3.20]*.



---

## Early Years Foundation Stage Policy

Busy Buttons CORE(BBCORE) is committed meeting the requirements of the *Statutory Framework for the Early Years Foundation Stage 2017* (EYFS). EYFS applies to all children from birth through to the end of their reception year. More information about EYFS is available from the Department for Education's website.

The designated EYFS coordinator at BBCORE is Louella Fernandez-Lempainen who is responsible for:

- Identifying EYFS children when they join BBCORE, and informing the other staff
- Determining the primary EYFS provider (typically, the school) for each child
- Assigning a key person for each EYFS child
- Implementing a communication book, so that the parents, BBCORE and the primary EYFS provider can easily exchange information
- Agreeing information sharing policies with the primary EYFS provider and gaining parental consent for this where necessary
- Liaising with the primary EYFS provider to discuss what support BBCORE offers to EYFS children BBCORE provides a mix of adult-led and child-initiated activities. BBCORE always follows play principles, allowing children to choose how they occupy their time, and never forces them to participate in a given activity. We recognise the four overarching principles of EYFS:
  - **A Unique Child:** Every child is constantly learning and can be resilient, capable, confident and self assured. We use positive encouragement and praise to motivate the children in our care.
  - **Positive Relationships:** Children learn to be strong and independent through positive relationships. We aim to develop caring, respectful, professional relationships with the children and their families.
  - **Enabling Environments:** Children learn and develop well in environments in which their experiences respond to their individual needs and where there is a strong partnership

between practitioners and parents/carers. We observe children in order to understand their current interests and development before planning appropriate play-based activities for them.

- **Children develop and learn in different ways and at different rates.** The EYFS framework covers the education and care of all children in Early Years provision, including children with special educational needs and disabilities. We tailor the experiences we offer the children in our care according to their individual needs and abilities.

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2021	Signed: Louella Denise Fernandez - Lempainen

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Before/after school care and holiday provision [3.40]* and *Safeguarding and Welfare Requirements: Information for parents and carers [3.73]*



---

## Fire Safety and Risk Assessment

Busy Buttons CORE Ltd. (BBCORE) understands the importance of fire safety. To this end:

- Staff are aware of the location of all fire exits, the fire assembly point and where fire safety equipment is stored.
- Children are introduced to the fire safety procedures during their settling in period and through regular fire drills.
- Fire drills are conducted at least once a month or whenever new staff or children join BBCORE.
- All children are shown the location of fire exits and the fire assembly point.
- Fire doors and fire exits are clearly marked, are not obstructed at any time and are easily opened from the inside.
- Fire doors are kept closed at all times but never locked.
- Fire extinguishers, fire alarms and smoke alarms [delete as applicable] are regularly tested in accordance with manufacturer's guidance.
- All fire drills are recorded in the **Fire Drill Log**.
- BBCORE has notices explaining the fire procedures which are positioned next to every fire exit.

### Fire prevention

BBCORE will take all steps possible to prevent fires occurring by:

- Ensuring that power points are not overloaded with adaptors.
- Ensuring that BBCORE's No Smoking policy is always observed.
- Checking for frayed or trailing wires.
- Checking that fuses are replaced safely.
- Unplugging all equipment before leaving the premises.
- Storing any potentially flammable materials safely.

### In the event of a fire

- A member of staff will raise the alarm and call the emergency services.
- The children will immediately be escorted out of the building to the assembly point using the nearest marked exit.
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- The premises will be checked by the Fire Safety Officer and the register will be collected, providing that it is safe to do so.
- The Fire Safety Officer will close all doors and windows to prevent the spread of fire when they leave the building if it is safe to do so.
- The register will be taken and all children and staff accounted for.

- If anyone is missing from the register, the emergency services will be informed.
- If the register is not available the manager will use the emergency contacts list (which is kept off the premises) to contact parents or carers.
- If the Fire Safety Officer is not present at the time of the incident, the manager will assume responsibility or nominate a replacement member of staff.

## **Responsibilities of the Fire Safety Officer**

BBCORE's Designated Fire Safety Officer is Lautaro Lempainen. The Fire Safety Officer is responsible for carrying out the fire safety risk assessment and for ensuring that all staff are made aware of fire safety procedures during their Induction period.

The Regulatory Reform (Fire Safety) Order 2005 requires that a fire safety risk assessment is undertaken for the workplace based on The Department of Communities and Local Government's 5 step guide:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/14899/fsra-5-step-checklist.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/14899/fsra-5-step-checklist.pdf). The risk assessment should cover:

- Identifying potential fire risks
- Identifying people at risk
- Evaluating the risks arising from the hazards identified and the means of minimising those risks
- Recording the hazards, preparing a fire prevention plan and sharing these with other members of staff
- Reviewing the fire safety risk assessment on a regular basis.

The Fire Safety Officer should liaise with the local Fire and Rescue Service for further advice and should ensure that Emergency Contact details are recorded at the front of the register and a copy stored off premises.

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2020	Signed: Louella Denise Fernandez - Lempainen

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Safety and suitability of premises, environment and equipment [3.55]*



---

## Fire Safety and Risk Assessment

Busy Buttons CORE. (BBCORE) understands the importance of fire safety. To this end:

- Staff are aware of the location of all fire exits, the fire assembly point and where fire safety equipment is stored.
- Children are introduced to the fire safety procedures during their settling in period and through regular fire drills.
- Fire drills are conducted at least once a month or whenever new staff or children join BBCORE.
- All children are shown the location of fire exits and the fire assembly point.
- Fire doors and fire exits are clearly marked, are not obstructed at any time and are easily opened from the inside.
- Fire doors are kept closed at all times but never locked.
- Fire extinguishers, fire alarms and smoke alarms are regularly tested in accordance with government legislations.
- All fire drills are recorded in the **Fire Drill Log**.
- BBCORE has notices explaining the fire procedures which are positioned next to every fire exit.

### Fire prevention

BBCORE will take all steps possible to prevent fires occurring by:

- Ensuring that power points are not overloaded with adaptors.
- Ensuring that BBCORE's No Smoking policy is always observed.
- Checking for frayed or trailing wires.
- Checking that fuses are replaced safely.
- Unplugging all equipment before leaving the premises.
- Storing any potentially flammable materials safely.

### In the event of a fire

- A member of staff will raise the alarm and call the emergency services.
- The children will immediately be escorted out of the building to the assembly point using the nearest marked exit.
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- The premises will be checked by the Fire Safety Officer and the register will be collected, providing that it is safe to do so.
- The Fire Safety Officer will close all doors and windows to prevent the spread of fire when they leave the building if it is safe to do so.
- The register will be taken and all children and staff accounted for.

- If anyone is missing from the register, the emergency services will be informed.
- If the register is not available the manager will use the emergency contacts list (which is kept off the premises) to contact parents or carers.
- If the Fire Safety Officer is not present at the time of the incident, the manager will assume responsibility or nominate a replacement member of staff.

## **Responsibilities of the Fire Safety Officer**

BBCORE's Designated Fire Safety Officer is Lautaro Lempainen. The Fire Safety Officer is responsible for carrying out the fire safety risk assessment and for ensuring that all staff are made aware of fire safety procedures during their Induction period.

The Regulatory Reform (Fire Safety) Order 2005 requires that a fire safety risk assessment is undertaken for the workplace based on The Department of Communities and Local Government's 5 step guide:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/14899/fsra-5-step-checklist.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/14899/fsra-5-step-checklist.pdf). The risk assessment should cover:

- Identifying potential fire risks
- Identifying people at risk
- Evaluating the risks arising from the hazards identified and the means of minimising those risks
- Recording the hazards, preparing a fire prevention plan and sharing these with other members of staff
- Reviewing the fire safety risk assessment on a regular basis.

The Fire Safety Officer should liaise with the local Fire and Rescue Service for further advice and should ensure that Emergency Contact details are recorded at the front of the register and a copy stored off premises.

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2021	Signed: Louella Denise Fernandez - Lempainen

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Safety and suitability of premises, environment and equipment [3.55]*



## Health and Safety Policy

Busy Buttons CORE (BBCORE) considers health and safety to be of utmost importance. We comply with The Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1992 at all times.

The Club has appropriate insurance cover, including employer's liability insurance and public liability insurance.

Each member of staff follows the Club's **Health and Safety** policy and is responsible for:

- Maintaining a safe environment
- Taking reasonable care for the health and safety of themselves and others attending the Club
- Reporting all accidents and incidents which have caused injury or damage or may do so in the future
- Undertaking relevant health and safety training when required to do so by the manager.

Any member of staff who disregards safety instructions or recognised safe practices will be subject to disciplinary procedures.

### Responsibilities of the registered person

The registered person for the setting holds ultimate responsibility and liability for the safe operation of the Club. The registered person will ensure that:

- The Club's designated health and safety officer is Mr Lautaro Lempiäinen.
- All staff receive information on health and safety matters, and receive training where necessary
- The **Health and Safety** policy and procedures are reviewed regularly
- Staff understand and follow health and safety procedures
- Resources are provided to meet the Club's health and safety responsibilities
- All accidents, incidents and dangerous occurrences are properly reported and recorded. This includes informing Ofsted, child protection agencies and the Health and Safety Executive under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) where appropriate.
- All reported accidents, incidents and dangerous occurrences are reviewed, so that preventative measures can be taken.

### Responsibilities of the manager

The Club's manager is responsible for ensuring that at each session:

- Premises are clean, well lit, adequately ventilated and maintained at an appropriate temperature
- The premises are used by and solely available to the Club during opening hours
- All the Club's equipment is safely and securely stored
- Children are only allowed in the kitchen if properly supervised (eg for a cooking activity)
- A working telephone is available on the premises at all times
- Chemicals and cleaning materials are stored appropriately, and in accordance with COSHH data sheets.
- External pathways are cleared in severe weather
- Daily environment checks are carried out in accordance with our **Risk Assessment** policy.

## **Security**

Children are not allowed to leave the Club premises during the session unless prior permission has been given by the parents (for example, to attend other extra-curricular activities).

During Club sessions all external doors are kept locked, with the exception of fire doors which are alarmed. Staff monitor the entrances and exits to the premises throughout the session.

All visitors to the Club must sign the **Visitor Log** and give the reason for their visit. Visitors will never be left alone with the children.

Security procedures will be regularly reviewed by the manager, in consultation with staff and parents.

## **Toys and equipment**

All furniture, toys and equipment are kept clean, well maintained and in good repair. We select toys, equipment and resources with care, and we carry out risk assessments before the children are allowed to use them. Broken toys and equipment are disposed of promptly.

We ensure that any flammable equipment is stored safely.

## **Food and personal hygiene**

Staff at Busy Buttons CORE maintain high standards of personal hygiene, and take all practicable steps to prevent and control the spread of infection.

- A generally clean environment is maintained at all times.
- Toilets are cleaned daily and soap and hand drying facilities are always available.
- Staff are trained in food hygiene and follow appropriate guidelines.
- Waste is disposed of safely and all bins are kept covered.
- Staff ensure that children wash their hands before handling food or drink and after using the toilet.
- Cuts and abrasions (whether on children or staff) are kept covered.

## **Dealing with body fluids**

Spillages of blood, vomit, urine and faeces will be cleaned up immediately in accordance with our **Intimate Care** policy.

## **Staffing levels**

Staff ratios and levels of supervision are always appropriate to the number, ages and abilities of the children present, and to the risks associated with the activities being undertaken. A minimum of two members of staff are on duty at any time.

## **Related policies**

See also our related policies: **Illness and Accidents**, **Emergency Evacuation**, **Healthy Eating**, **Safeguarding**, **Administering Medication**, **Risk Assessment**, **Manual Handling**, **Fire Safety**, and **Intimate Care**, **Visitor**.

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2020	Signed: Louella Denise Fernandez - Lempainen

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Safety and suitability of premises, environment and equipment [3.54-3.64]*.



Busy Buttons CORE  
*Making learning a creative experience*

Studio 62, 24-28 St Leonards Road  
Windsor SL4 3BB  
07952418212  
[contact@busybuttons.org](mailto:contact@busybuttons.org)  
[www.busybuttons.org](http://www.busybuttons.org)

---

## Healthy Eating Policy

Busy Button Creative Studio (BBCORE) provides healthy, nutritious and balanced food and drinks. Food and drink are safely prepared with regard to the dietary and religious requirements of the children in our care. We ask parents to notify us regarding any special dietary requirements or allergies when they register their child.

Information regarding food allergies is recorded on the Allergy Information Board which is visible to staff whilst food is being prepared.

Busy Button Creative Studio promotes healthy eating and leads by example. Staff responsible for food preparation, handling and storage have received appropriate training.

- Children are encouraged to develop good eating skills and manners.
- All children are given plenty of time to eat.
- Where appropriate, children are involved in planning and preparing food and snacks.
- Fresh drinking water is available at all times.
- Withholding food is never used as a form of punishment.
- Staff discuss with children the importance of a balanced diet where appropriate.
- BBCORE does not regularly provide sweets for children.
- We limit access to fatty or sugary foods.
- Children are never forced to eat or drink anything against their will.

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2021	Signed: Louella Denise Fernandez - Lempainen

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Food and drink [3.47-3.48]*.



## Illness and Accidents

At Busy Buttons CORE (BBCORE) we will deal promptly and effectively with any illnesses or injuries that occur while children are in our care. We take all practical steps to keep staff and children safe from communicable diseases.

All parents or carers must complete the **Medical Form** when their child joins the Club, requesting permission for emergency medical treatment for their child in the event of a serious accident or illness.

We will record any accidents or illnesses, together with any treatment given, on an **Incident Record** or **Accident Record** sheet as appropriate, which the parent or carer will be asked to sign when they collect the child.

Busy Buttons CORE cannot accept children who are ill. If any children are ill when they first arrive at the Club we will immediately notify their parents or carers to come and collect them. Any children who have been ill should not return to the Club until they have fully recovered, or until after the minimum exclusion period has expired (see table at the end of this policy).

### First aid

BBCORE's designated First Aider is Lautaro Lempainen. The designated First Aider has a current first aid certificate and has attended a 12 hour paediatric first aid course. To ensure that there is a qualified first aider present and available at all times when the Club is running, other members of staff will also receive first aid training. We will take into account the number of children and layout of the premises to ensure that first aiders are able to respond quickly to any incident.

The location of the first aid box and a list of qualified first aiders are clearly displayed at the Club. The designated First Aider regularly checks the contents of the first aid box to ensure that they are up to date, appropriate for children and comply with the Health and Safety (First Aid) Regulations 1981.

The manager will ensure that a first aid kit is taken on all outings and that at least one member of staff on the outing holds a current paediatric first aid certificate.

### Procedure for a minor injury or illness

The first aider at the session will decide upon the appropriate action to take if a child becomes ill or suffers a minor injury.

- If a child becomes ill during a session, the parent or carer will be asked to collect the child as soon as possible. The child will be kept comfortable and will be closely supervised while awaiting collection.
- If a child complains of illness which does not impair their overall wellbeing, the child will be monitored for the rest of the session and the parent or carer will be notified when the child is collected.
- If a child suffers a minor injury, first aid will be administered and the child will be monitored for the remainder of the session. If necessary, the child's parent will be asked to collect the child as soon as possible.

### Procedure for a major injury or serious illness

In the event of a child becoming seriously ill or suffering a major injury, the first aider at the session will decide whether the child needs to go straight to hospital or whether it is safe to wait for their parent or carer to arrive.

- If the child needs to go straight to hospital, we will call an ambulance and a member of staff will go to the hospital with the child. The staff member will take the child's **Medical Form** with them and will consent to any necessary treatment (as approved by the parents on the **Medical Form**).
- We will contact the child's parents or carers with all urgency, and if they are unavailable we will call the other emergency contacts that we have on file for the child.
- After a major incident the manager and staff will review the events and consider whether any changes need to be made to the Club's policies or procedures.
- We will notify Ofsted and child protection agencies in the event of any serious accident or injury to a child in our care as soon as reasonably possible and within 14 days at the latest.
- We will notify HSE under RIDDOR in the case of a death or major injury on the premises (eg broken limb, amputation, dislocation, etc - see the HSE website for a full list of reportable injuries).

### **Communicable diseases and conditions**

If a case of head lice is found at the Club, the child's parents or carers will be discreetly informed when they collect the child. Other parents will be warned to check their own children for head lice, but care will be taken not to identify the child affected.

If an infectious or communicable disease is detected on the Club's premises, we will inform parents and carers as soon as possible.

If there is an incident of food poisoning affecting two or more children looked after at the Club the Manager will inform Ofsted as soon as possible and within 14 days at the latest.

If there is an outbreak of a notifiable disease at the Club, we will inform the local health protection unit, HSE under RIDDOR (if appropriate), and Ofsted.

### **Useful contacts**

#### **Public Health Team**

**Email:** [public.health@rbwm.gov.uk](mailto:public.health@rbwm.gov.uk)

**Telephone:** [01628 683520](tel:01628 683520)

Ofsted: 0300 123 1231

RIDDOR Incident Contact Unit: 0845 300 99 23

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2020	Signed: Louella Denise Fernandez - Lempainen

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Accident or injury [3.50-3.51] and Food and drink [3.49]*.

## Minimum exclusion periods for infectious conditions and diseases

Disease/Condition	Exclusion period
Chicken Pox	5 days from first appearance of rash
Cold Sores	None. Avoid contact with sores
Conjunctivitis	24 hours or until the discharge from eyes has stopped
Diphtheria*	Until certified well by doctor
Diarrhoea and Vomiting	48 hours after symptoms cleared
Glandular Fever	Until fully recovered
Gastro-enteritis, E. Coli, Food Poisoning, Salmonella and Dysentery	Until certified well by doctor
Hand, Foot and Mouth disease	While rash and ulcers are present
Hepatitis A*	Until certified well
Hepatitis B* and C*	None
High temperature	24 hours
HIV/AIDS	None
Impetigo	Until the skin has healed
Influenza	Until recovered
Measles*	5 days from onset of rash
Meningitis*	Until recovered
Molluscum Contagiosum	None
Mumps*	5 days from onset of swollen glands
Pediculosis (lice)	Until treatment has been given
Pertussis* (Whooping cough)	21 days from the onset or 5 days from commencing antibiotic treatment
Poliomyelitis	Until certified well by doctor
Ringworm of scalp	Until cured
Ringworm of the body	Until treatment has been given
Rubella* (German Measles)	5 days from onset of rash
Scabies	Until treatment has been given
Scarlet fever*	5 days from start of the treatment
Slapped Check, Fifth Disease	None
Streptococcal infection of the throat	3 days from the start of the treatment
Threadworms	None
Tonsillitis	None
Tuberculosis*	Until certified well by doctor
Typhoid*, Paratyphoid*	Until certified well by doctor
Warts (including Verruca)	None. Verruca sufferers should keep feet covered

\* Denotes a notifiable disease.

If in any doubt contact local health services for further information.



## **Safe Internet Use**

Busy Buttons CORE . (BBCORE) recognises that the internet is a useful resource for both staff and children, for purposes of research, homework and entertainment. However it must be used with care to ensure that children are kept safe from exposure to harmful material, in accordance with the EYFS safeguarding and welfare requirements and the Prevent Duty.

### **Parental permission**

Children will only be allowed to access the internet at BBCORE if their parent or carer has given written permission.

### **Guidelines for children**

A printed copy of the **SMART** guidelines are kept next to the computer. The guidelines are explained to any children wishing to access the internet:

- **Safe:** Keep safe by not giving out personal information - such as name, email, phone number, address, or school name - to people who you don't trust online.
- **Meeting:** Never agree to meet anyone you have only met online unless your parent or carer is with you.
- **Accepting:** Do not accept emails or instant messages, or open files, images or texts from people you don't know. They can contain viruses or nasty messages.
- **Reliable:** Not all the information found on the Internet is reliable and people you meet online won't always be telling the truth.
- **Tell:** Tell a member of staff or your parents if someone or something you encounter online makes you feel uncomfortable.

### **Protecting children**

We never let the children have access to the computers unsupervised.

If staff at BBCORE become aware that a child is deliberately attempting to access sites containing sexual, extremist or otherwise inappropriate material, or has been shown such material by a third party, they will complete a **Logging a concern** form and refer the matter to BBCORE's designated Child Protection Officer in accordance with our **Safeguarding Children Policy**.

### **Related policies**

See also: **Safeguarding Children Policy, Online Safety Guidance, Social Media Policy.**

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2021	Signed: Louella Denise Fernandez - Lempainen

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Introduction [3.2]; Child Protection [3.6]*.



---

## Intimate Care

When providing intimate care we will ensure that the child's safety, dignity and privacy are maintained at all times.

'Intimate care' covers any task that involves the washing, touching or carrying out a procedure to intimate personal areas and is associated with bodily functions and personal hygiene, including, toileting, washing, dressing, and menstrual care.

Staff at Busy Buttons CORE (BBCORE) who provide intimate care will do so in a professional manner. Staff are aware of safeguarding issues and will have relevant training (eg: health and safety, child protection, manual handling) before providing intimate care. No child should suffer distress or pain as a result of receiving intimate care.

Staff will work in partnership with parents or carers to provide care appropriate to the needs of the individual child and together will produce a care plan. The care plan will set out:

- What care is required
- Number of staff needed to carry out the task (if more than one person is required, reasons will be documented)
- Additional equipment required
- Child's preferred means of communication (eg verbal, visual)
- Child's level of ability - what tasks they are able to carry out by themselves

### Best practice

When intimate care is given, the member of staff will explain to the child each task that is carried out, and the reasons for it. Staff will encourage children to do as much for themselves as they can.

If a child requires intimate care on a regular basis, it is good practice for two members of staff to share the care between them. In this way the child is less likely to become overly dependent on a single member of staff, and to become distressed if their usual carer is occasionally unavailable. However, parents' views on the number of staff providing personal care to their child must also be taken into consideration - some children may simply be unable to cope with more than one carer.

We have policies in place that promote safe recruitment, as well as having sound staff supervision, safeguarding and intimate care procedures; together these ensure that, should a child need consistent care from one member of staff, the child's safety and well-being will not be compromised.

### Protecting children

Staff are familiar with guidance from the Local Safeguarding Children Board. BBCORE's procedures reflect the guidance in *Working Together to Safeguard Children* (2013) and staff are familiar with the *What To Do If You're Worried A Child Is Being Abused* flowchart from this document.

If a member of staff is concerned about any physical changes to a child, such as marks, bruises, soreness etc, they will inform the manager or BBCORE's designated child protection officer immediately. The procedures set out in the **Safeguarding Children** policy will be implemented.

Should a child become unhappy about being cared for by a particular member of staff, the manager will investigate and record any findings. These will be discussed with the child's parents or carers in order to resolve the issue. If necessary, the manager will seek advice from outside agencies.

If a child makes an allegation against a member of staff, the procedure set out in the **Safeguarding Children** policy will be followed.

### **Dealing with blood and body fluids**

Blood, vomit, urine and faeces will be cleaned up immediately and disposed of safely by double bagging the waste and removing it from the premises. When they are dealing with body fluids, staff will wear personal protective clothing (disposable plastic gloves and aprons) and will wash themselves thoroughly afterwards. Soiled children's clothing will be bagged to go home - staff will not rinse it. Children will be kept away from the affected area until the incident has been dealt with fully.

Staff at Busy Buttons CORE will maintain high standards of personal hygiene, and will take all practicable steps to prevent and control the spread of infection.

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2021	Signed: Louella Denise Fernandez - Lempainen

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Special educational needs [3.67] and Child protection [3.6]*.



## Involving Parents and Carers Policy

At Busy Buttons CORE (BBCORE) we recognise the importance of working in partnership with parents and carers to ensure that every child is happy, healthy and safe whilst in our care.

We therefore aim to keep parents and carers fully informed of policies, events and activities at BBCORE, by sharing information with them, answering questions and addressing any concerns, and by encouraging them to participate in the life of BBCORE.

We do our best to keep parents informed about BBCORE by:

- Inviting parents to visit BBCORE before their children start.
- Giving all parents a copy of our **BBCORE Handbook** which outlines how BBCORE operates and includes contact details. We also give parents a copy of our **Behaviour Management** policy and, for EYFS children, information about the role of their child's key person.
- Notifying the parents of their child's key person when they start at BBCORE.
- Making all of our policies available at BBCORE for parents to consult whenever they like.
- Producing a regular newsletter to keep parents up to date with news, events, new staff, changes to fees, etc
- Providing translations of our key policies and documents for parents who are non-English speakers, where needed.
- We encourage parents to share information regards their child with BBCORE in case of any specific concerns. We work with parents if they are glad to do so with the aim to make their child feel happy and safe to participate in all the activities happily (for EYFS children or when a specific need is identified).

We actively welcome parents and invite their input into BBCORE in the following ways:

- We collect information from parents which will help their child to settle at BBCORE (via the **Registration** and **Medical** forms and, for EYFS children, the **All About Me** booklet).
- We involve parents in settling their children in at BBCORE (in accordance with our **Child Induction** policy).
- We consult fully with parents to establish the care requirements for children with additional needs.
- We greet all parents when they arrive to collect their children, and exchange any relevant information (eg any accidents, participation in today's activities, etc).
- We can be contacted at all times, even out of BBCORE hours, via telephone and email (see our **BBCORE Handbook** for contact information).
- We offer feedback forms to parents and children at BBCORE to gain regular feedback.
- We encourage parents to share specialist skills/knowledge as part of being a special visitor and running a workshop for the benefit of the children.
- All of our staff wear name badges / uniforms so that children and parents can easily identify them.

- We obtain parental permission for outings, photographs, applying sun cream, etc.
- We can arrange for parental discussions with staff outside of BBCORE hours if necessary.
- We respect parents' input and opinions by responding promptly and appropriately to any complaints, in line with our **Complaints** policy.

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2021	Signed: Louella Denise Fernandez - Lempainen

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Learning and Development Requirements [1.1]; Areas of Learning and Development [1.10]; Safeguarding and Welfare Requirements [3.27]; Before/after school care and holiday provision [3.40]*



## Manual Handling Policy

Manual handling is one of the major causes of absence through injury in the workplace. At Busy Buttons CORE we work with our staff, provide training, and undertake risk assessments in order to eliminate hazardous manual handling activities as far as possible.

This policy is written with reference to the *Health and Safety at Work Act 1974*, which places a duty on employers “to ensure so far as is reasonably practicable, the health, safety and welfare of its employees”, and to the *Manual Handling Operations Regulations 1992 (as amended)*.

### Procedure

In order to limit the risk of injury from manual handling operations, Busy Buttons CORE will:

- Eliminate hazardous manual handling activities, as far as is reasonably practicable
- Assess the risks associated with any manual handling activities that cannot be avoided.

The purpose of the risk assessment is to reduce the risk of injury to the lowest possible levels, and should consider:

- The task
- The load
- The individual undertaking the task
- The working environment.

The main manual handling hazard at Busy Buttons CORE is likely to be the setting-up and clearing-away of equipment. This is unavoidable, but staff should carry out the operation with reference to the guidance given in the manual handling training that we provide. It may be necessary to seek the assistance of an additional member of staff in order to minimise the risk of injury, for example when carrying tables and other heavy or bulky items.

### Employee's duties

It is the responsibility of all staff at Busy Buttons CORE to:

- Comply with any instructions and training provided in safe manual handling techniques
- Not put their own health and safety or that of others at risk by carrying out unsafe manual handling activities
- Report to the Manager any problems which may affect their ability to undertake manual handling activities, including physical and medical conditions (eg pregnancy, back problems).

### In summary

**Avoid** Whenever possible, avoid manual handling situations.

**Assess** If avoidance is not possible, make a proper assessment of the hazard and risks.

**Reduce** Reduce the risk of injury by defining and implementing a safe system of work.

**Review** Review your systems regularly, to monitor the overall effectiveness of the policy

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2021	Signed: Louella Denise Fernandez - Lempainen



## Missing Child Procedure

At **Busy Buttons CORE (BBCORE)** we are always alert to the possibility that children can go missing during sessions. To minimise the risk of this happening staff will carry out periodic head counts, particularly when transporting children between locations (eg walking from the school to BBCORE).

If a child cannot be located, the following steps will be taken:

- All staff will be informed that the child is missing.
- Staff will conduct a thorough search of the premises and surrounding area.
- After 10 minutes the police will be informed. The manager will then contact the child's parents or carers.
- Staff will continue to search for the child whilst waiting for the police and parents to arrive.
- We will maintain as normal a routine as possible for the rest of the children at BBCORE.
- The manager will liaise with the police and the child's parent or carer. The incident will be recorded in the **Incident Log**. A review will be conducted regarding this and any other related incidents along with relevant policies and procedures. We will identify and implement any changes as necessary. If the police or Social Care were involved in the incident, we will also inform Ofsted.

### Useful numbers

Police: 999

Social Care: 01628 683150 or out of hours 01344 786543

Ofsted: 0300 123 1231

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> August, 2020
To be reviewed: 29 <sup>th</sup> August, 2021	Signed: Louella Denise Fernandez - Lempainen

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Information for parents and carers [3.73]*.



---

## Mission Statement

Busy Buttons CORE (BBCORE) aims to provide high quality childcare within a warm and welcoming environment. The individuality of each child in our care will be respected and nurtured.

### Aims and objectives

Busy Buttons CORE aims to:

*Make learning a creative experience*

- ❖ Offer an inclusive service, accessible to all children in the community
- ❖ Ensure each child feels happy, safe and secure, allowing them to learn and develop freely in a play centred environment
- ❖ Encourage children to take responsibility for themselves and their actions
- ❖ Encourage children to develop positive attitudes and respect for themselves and others, in an environment free from bullying and discrimination
- ❖ Provide a wide range of resources and equipment which can be used under safe and supervised conditions
- ❖ Offer a programme of activities which meets the needs of each child, promoting their physical, intellectual, emotional and social development, enabling them to become confident, independent and co-operative individuals
- ❖ Work in partnership with parents to provide high quality play and care
- ❖ Review and evaluate our services to ensure that we continue to meet the needs of children in our care and those of their parents or carers
- ❖ Keep parents and carers informed about changes in the administration of BBCORE and to listen and respond to their views and concerns
- ❖ Communicate effectively with parents and carers, and to discuss experiences, progress and any difficulties that may arise
- ❖ Employ experienced, well trained staff and offer them appropriate support
- ❖ Comply with the Children's Act 1989, the Childcare Act 2006, and all other relevant legislation
- ❖ Work in partnership with Royal Borough of Windsor and Maidenhead.

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2021	Signed: Louella Denise Fernandez - Lempainen



## Mobile Phone Policy

Busy Buttons CORE (BBCORE) fosters a ‘culture of safety’ in which the children and staff are protected from abuse, harm, and distress. We therefore have a clear policy on the acceptable use of mobile phones that is understood and adhered to by everyone: staff, children and parents. Abiding by the terms of BBCORE’s mobile phone policy ensures that we all:

- Protect children from harm and abuse
- Prevent staff from being subject to false allegations
- Help staff remain focused on the care of children
- Work in an open and transparent environment.

### Staff use of mobile phones

Personal mobile phones belonging to members of staff are kept in the staff room in their bags during working hours.

If a member of staff needs to make an urgent personal call they can use BBCORE phone or make a personal call from their mobile in the staff room.

If a member of staff has a family emergency or similar and needs to keep their mobile phone to hand, prior permission must be sought from the Manager or Deputy.

Under no circumstances may staff use their personal mobile phones to take photographs at BBCORE during working hours.

### Children's use of mobile phones

Whilst we understand that some children have mobile phones, we actively discourage them from using their phones within BBCORE.

BBCORE does not accept any responsibility for loss or damage to mobile phones brought to BBCORE by the children.

Children must not use their mobile phone to take photographs of any kind whilst at BBCORE. If they want a photograph of a particular activity they can ask a member of staff to take one using BBCORE camera.

### Visitors' use of mobile phones

Parents and all other visitors must not use their mobile phone - or any other device - to take photographs within BBCORE. This includes taking photographs of their own children. If they want to have a photograph of their child involved in an activity or at play, parents can ask a member of staff to take one using BBCORE camera.

### Related policies

See also: [Safeguarding Children policy](#).

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2021	Signed: Louella Denise Fernandez - Lempainen

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare requirements: Child Protection [3.4]*.



---

## Online Safety Guidance

### The purpose of this policy statement

Busy Buttons CORE (BBCORE) works with children and families as part of its activities. These include: Interactive Creative Online Classes, .

The purpose of this policy statement is to:

- ensure the safety and wellbeing of children and young people is paramount when adults, young people or children are using the internet, social media or mobile devices
- provide staff and volunteers with the overarching principles that guide our approach to online safety
- ensure that, as an organisation, we operate in line with our values and within the law in terms of how we use online devices. The policy statement applies to all staff, volunteers, children and young people and anyone involved in BBCORE's activities.

### Legal framework

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in England/Wales. Summaries of the key legislation and guidance are available on:

- [online abuse learning.nspcc.org.uk/child-abuse-and-neglect/online-abuse](http://learning.nspcc.org.uk/child-abuse-and-neglect/online-abuse)
- [bullying learning.nspcc.org.uk/child-abuse-and-neglect/bullying](http://learning.nspcc.org.uk/child-abuse-and-neglect/bullying)
- [child protection learning.nspcc.org.uk/child-protection-system](http://learning.nspcc.org.uk/child-protection-system) We believe that:
  - children and young people should never experience abuse of any kind
  - children should be able to use the internet for education and personal development, but safeguards need to be in place to ensure they are kept safe at all times. We recognise that:

- the online world provides everyone with many opportunities; however it can also present risks and challenges
  - we have a duty to ensure that all children, young people and adults involved in our organisation are protected from potential harm online
  - we have a responsibility to help keep children and young people safe online, whether or not they are using [name of organisation]'s network and devices
  - all children, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation, have the right to equal protection from all types of harm or abuse
  - working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare and in helping young people to be responsible in their approach to online safety.
- We will seek to keep children and young people safe by:
- appointing an online safety coordinator [this may or may not be the same person as your nominated child protection lead]
  - providing clear and specific directions to staff and volunteers on how to behave online through our behaviour code for adults
  - supporting and encouraging the young people using our service to use the internet, social media and mobile phones in a way that keeps them safe and shows respect for others
  - supporting and encouraging parents and carers to do what they can to keep their children safe online
  - developing an online safety agreement for use with young people and their parents/carers
  - developing clear and robust procedures to enable us to respond appropriately to any incidents of inappropriate online behaviour, whether by an adult or a child/young person
  - reviewing and updating the security of our information systems regularly
  - ensuring that user names, logins, email accounts and passwords are used effectively
  - ensuring personal information about the adults and children who are involved in our organisation is held securely and shared only as appropriate
  - ensuring that images of children, young people and families are used only after their written permission has been obtained, and only for the purpose for which consent has

been given

- providing supervision, support and training for staff and volunteers about online safety
- examining and risk assessing any social media platforms and new technologies before they are used within the organisation. If online abuse occurs, we will respond to it by:
  - having clear and robust safeguarding procedures in place for responding to abuse (including online abuse)
  - providing support and training for all staff and volunteers on dealing with all forms of abuse, including bullying/cyberbullying, emotional abuse, sexting, sexual abuse and sexual exploitation
  - making sure our response takes the needs of the person experiencing abuse, any bystanders and our organisation as a whole into account
  - reviewing the plan developed to address online abuse at regular intervals, in order to ensure that any problems have been resolved in the long term. Related policies and procedures This policy statement should be read alongside our organisational policies and procedures, including:
    - Child protection
    - Procedures for responding to concerns about a child or young person's wellbeing
    - Dealing with allegations of abuse made against a child or young person
    - Managing allegations against staff and volunteers
    - Code of conduct for staff and volunteers
    - Anti-bullying policy and procedures
    - Photography and image sharing guidance

## **Related policies**

See also: **Safeguarding Children Policy, Safe Internet Use, Social Media Policy.**

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2021	Signed: Louella Denise Fernandez - Lempainen

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Introduction [3.2]; Child Protection [3.6]*.



---

## Pandemic Flu Policy

Busy Buttons CORE (BBCORE) recognises the importance of advanced planning in order to maintain services and limit the spread of pandemic flu within our setting.

Flu is a viral infection, spread from person to person by close contact. Symptoms may include:

Sudden fever	Limb and joint pain
Sudden cough	Diarrhoea or stomach upset
Headache	Sore throat
Tiredness	Runny nose
Chills	Sneezing
Aching muscles	Loss of appetite

Any child who becomes ill with symptoms which could be pandemic flu while at BBCORE will be isolated from the other children until the child can be collected by his or her parents. BBCORE will remain open but parents and staff will be informed, especially those in high-risk groups.

Any children or staff who are experiencing symptoms of pandemic flu should stay away from BBCORE until all symptoms have passed and they feel well.

### Infection control

The flu virus is spread by:

- Infected people passing the virus to others through large droplets when coughing, sneezing, or even talking within a close distance (one metre or less).
- Direct contact with an infected person: for example, if you shake or hold their hand, and then touch your own mouth, eyes or nose without first washing your hands.
- Touching objects (eg door handles, light switches) that have previously been touched by an infected person, then touching your own mouth, eyes or nose without first washing your hands. The virus can survive longer on hard surfaces than on soft or absorbent surfaces.

We will limit the risk of catching or spreading the flu virus at BBCORE by:

- Regular hand-washing
- Minimising contact between our hands and mouth/nose
- Covering nose and mouth when coughing or sneezing; using a tissue when possible, and disposing of the tissue promptly and carefully (bag it and bin it)
- Encouraging the children at BBCORE to follow the guidance above
- Instructing staff to remain at home if they display any relevant symptoms, or sending them home if they first display symptoms while at work.

At Busy Buttons CORE we will promote infection control through the methods above, and in addition we will:

- Display posters and information to promote infection control
- Ensure that adequate supplies of cleaning materials are available within BBCORE
- Dispose of waste promptly and hygienically
- Clean hard surfaces (eg door handles) with sanitizer regularly
- Provide tissues and suitable facilities for their disposal.

### **Closure**

The latest scientific advice is that closing individual settings is of limited benefit in stopping the spread of the disease. However, there may be some occasions when we will have to consider temporarily closing BBCORE because we have too few unaffected staff to run sessions safely. If this occurs the manager will contact Children's Services Team for further support and guidance.

BBCORE will also have to close if advised to do so by the local authority in the interest of safeguarding the children in our care.

In the event of closure, the manager will notify parents or carers as soon as possible. The manager will also inform the local childcare information service as well as other relevant parties, eg feeder schools, other users of shared premises, etc. The manager will also notify Ofsted of the closure.

### **Advance planning**

In preparation for dealing with a pandemic disease, BBCORE will ensure that all contact details for staff, children and parents are up to date.

We will prepare letters of notification for parents and staff, so that they can be distributed as soon as an outbreak occurs.

We will endeavour to build a bank of relief or supply staff who are able to provide cover should staffing levels fall below the required legal minimums. Any relief staff will be DBS checked at the time of joining our team, so that they are legally able to work with children should the situation arise.

BBCORE will regularly update its information regarding pandemic diseases, by checking the latest guidance from DfE and the local authority, and will inform parents and staff of any changes to our emergency plans.

### **Useful contacts**

Early Years or Childcare Service: [early-years.childcare@rbwm.gov.uk](mailto:early-years.childcare@rbwm.gov.uk)

Children's Services Team: 01628 796540.

Ofsted: 0300 123 1231

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2021	Signed: Louella Denise Fernandez - Lempainen

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Health [3.44]*.



## Play Policy

All children are entitled to play; it is intrinsic to their quality of life and an important part of how they learn and enjoy themselves.

According to the *Statutory Framework for the Early Years Foundation Stage (2014)*, “Play is essential for children’s development building their confidence as they learn to explore to think about problems and relate to others. Children learn by leading their own play and by taking part in play which is guided by adults.”

At Busy Buttons CORE (BBCORE) we recognise the importance of play to a child’s development and follow the Playwork Principles. As play workers we support and facilitate play, and do not seek to control or direct it. We will never force children to participate in play, but allow children to initiate and direct the experience for themselves.

### Facilitating play

We support and facilitate play by:

- Providing an environment which is safe and suitable for playing in.
- Setting up BBCORE so that activities are ready before the children arrive.
- Providing a range of equipment, resources and activities on a daily basis, and keeping a record of these to ensure that varied play opportunities are offered
- Encouraging children to request additional or alternative equipment as they choose, and if a request has to be refused, explaining why.
- Not expecting children to be occupied at all times.
- Making outdoor play available every day, unless the weather is particularly bad.
- Involving children in planning activities, to reflect their own interests and ideas.
- Planning activities that enable children to develop their natural curiosity and imagination.
- Allowing children freedom of creative expression, particularly in artistic or creative play.
- Intervening in play only when necessary: to reduce risks of accident or injury, or to encourage appropriate social skills.
- Warning children in advance when an activity or game is due to end.

### Play areas and equipment

- All indoor and outdoor play areas are checked and risk assessed daily before the children arrive in accordance with our **Risk Assessment** policy.
- BBCORE keeps an inventory of resources and equipment, which is updated regularly and reviewed to identify where any additional resources are required.
- Children are involved in selecting additional equipment and resources for use at BBCORE.
- The resources used at BBCORE promote positive images of different ethnic backgrounds, religions, and abilities, in line with our **Equal Opportunities** policy.
- BBCORE has a selection of fiction and non-fiction books, suitable for all age ranges.

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2021	Signed: Louella Denise Fernandez - Lempainen

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Areas of Learning and Development [1.8]; Safeguarding and Welfare Requirements: Safety and Suitability of Premises, Environment and Equipment [3.64]*



## Risk Assessment Policy

Busy Buttons Creative (BBCORE) uses its risk assessment systems to ensure that BBCORE is a safe and secure place for children and staff. All staff are expected to undertake risk assessments as part of their routine tasks.

In line with current health and safety legislation and the *EYFS Safeguarding and Welfare Requirements 2017*, BBCORE will carry out regular risk assessments and take appropriate action to deal with any hazards or risks identified. It is the responsibility of the manager to ensure that risk assessments are conducted, monitored and acted upon.

Risk assessments will be carried out:

- whenever there is any change to equipment or resources
- when there is any change to BBCORE's premises
- when the particular needs of a child necessitates this
- when we take the children on an outing or visit.

Not all risk assessments need to be written down. Staff will decide, in consultation with the manager, which risk assessments need to be formally recorded. However risk assessments related to employment and the working environment will be always be recorded in writing so that staff can refer to them.

If changes are required to BBCORE's policies or procedures as a result of the risk assessment, the manager will update the relevant documents and inform all staff.

### Daily checks

We will carry out a visual inspection of the equipment and the whole premises (indoors and out) daily, before any children arrive. During the course of the session, staff will remain alert to any potential risks to health and safety.

If a member of staff discovers a hazard during the course of a session, they will make the area safe (eg by cordoning it off) and then notify the manager. The manager will ensure that any actions needed to mitigate the immediate hazard have been taken and will implement measures to prevent the incident from recurring.

### Recording dangerous events

The manager will record all accidents and dangerous events on the **Incident or Accident Record** sheets as soon as possible after the incident. If the incident affected a child the record will be kept on the child's file. BBCORE will monitor **Incident** and **Accident Records** to see whether any pattern to the occurrences can be identified.

### Related policies

See our related policies: **Fire Safety and Risk Assessment**, **Health and Safety**, and **Manual Handling**.

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2020	Signed: Louella Denise Fernandez - Lempainen

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding & Welfare Requirements: Safety & suitability of premises, environment & equipment [3.64]*



## Involving Parents and Carers Policy

At Busy Buttons CORE (BBCORE) we recognise the importance of working in partnership with parents and carers to ensure that every child is happy, healthy and safe whilst in our care.

We therefore aim to keep parents and carers fully informed of policies, events and activities at BBCORE, by sharing information with them, answering questions and addressing any concerns, and by encouraging them to participate in the life of BBCORE.

We do our best to keep parents informed about BBCORE by:

- Inviting parents to visit BBCORE before their children start.
- Giving all parents a copy of our **BBCORE Handbook** which outlines how BBCORE operates and includes contact details. We also give parents a copy of our **Behaviour Management** policy and, for EYFS children, information about the role of their child's key person.
- Notifying the parents of their child's key person when they start at BBCORE.
- Making all of our policies available at BBCORE for parents to consult whenever they like.
- Producing a regular newsletter to keep parents up to date with news, events, new staff, changes to fees, etc
- Providing translations of our key policies and documents for parents who are non-English speakers, where needed.
- We encourage parents to share information regards their child with BBCORE in case of any specific concerns. We work with parents if they are glad to do so with the aim to make their child feel happy and safe to participate in all the activities happily (for EYFS children or when a specific need is identified).

We actively welcome parents and invite their input into BBCORE in the following ways:

- We collect information from parents which will help their child to settle at BBCORE (via the **Registration** and **Medical** forms and, for EYFS children, the **All About Me** booklet).
- We involve parents in settling their children in at BBCORE (in accordance with our **Child Induction** policy).
- We consult fully with parents to establish the care requirements for children with additional needs.
- We greet all parents when they arrive to collect their children, and exchange any relevant information (eg any accidents, participation in today's activities, etc).
- We can be contacted at all times, even out of BBCORE hours, via telephone and email (see our **BBCORE Handbook** for contact information).
- We offer feedback forms to parents and children at BBCORE to gain regular feedback.
- We encourage parents to share specialist skills/knowledge as part of being a special visitor and running a workshop for the benefit of the children.
- All of our staff wear name badges / uniforms so that children and parents can easily identify them.

- We obtain parental permission for outings, photographs, applying sun cream, etc.
- We can arrange for parental discussions with staff outside of BBCORE hours if necessary.
- We respect parents' input and opinions by responding promptly and appropriately to any complaints, in line with our **Complaints** policy.

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2021	Signed: Louella Denise Fernandez - Lempainen

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Learning and Development Requirements [1.1]; Areas of Learning and Development [1.10]; Safeguarding and Welfare Requirements [3.27]; Before/after school care and holiday provision [3.40]*



---

## Safeguarding Children Policy

Busy Buttons CORE(BBCORE) is committed to building a ‘culture of safety’ in which the children in our care are protected from abuse, harm and radicalisation.

The BBCORE will respond promptly and appropriately to all incidents or concerns regarding the safety of a child that may occur. The BBCORE’s child protection procedures comply with all relevant legislation and with guidance issued by the Local Safeguarding Children Board (LSCB).

There is a Child Protection Officer (CPO) available at all times while the BBCORE is in session. The CPO coordinates child protection issues and liaises with external agencies (eg Social Care, LSCB and Ofsted).

The BBCORE’s designated CPO is Louella Fernandez-Lempainen.

### Child abuse and neglect

Child abuse is any form of physical, emotional or sexual mistreatment or lack of care that leads to injury or harm. An individual may abuse or neglect a child directly, or by failing to protect them from harm. Some forms of child abuse and neglect are listed below.

- **Emotional abuse** is the persistent emotional maltreatment of a child so as to cause severe and persistent adverse effects on the child’s emotional development. It may involve making the child feel that they are worthless, unloved, or inadequate. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.
- **Physical abuse** can involve hitting, shaking, throwing, poisoning, burning, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may be also caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a child.
- **Sexual abuse** involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. This can involve physical contact, or non-contact activities such as showing children sexual activities or encouraging them to behave in sexually inappropriate ways.
- **Neglect** is the persistent failure to meet a child’s basic physical and emotional needs. It can involve a failure to provide adequate food, clothing and shelter, to protect a child from physical and emotional harm, to ensure adequate supervision or to allow access to medical treatment.

## ***Signs of child abuse and neglect***

Signs of possible abuse and neglect may include:

- significant changes in a child's behaviour
- deterioration in a child's general well-being
- unexplained bruising or marks
- comments made by a child which give cause for concern
- reasons to suspect neglect or abuse outside the setting, eg in the child's home, or that a girl may have been subjected to (or is at risk of) female genital mutilation and/or
- inappropriate behaviour displayed by a member of staff, or any other person.

For example, inappropriate sexual comments, excessive one-to-one attention beyond the requirements of their role, or inappropriate sharing of images.

## ***If abuse is suspected or disclosed***

When a child makes a disclosure to a member of staff, that member of staff will:

- reassure the child that they were not to blame and were right to speak out
- listen to the child but not question them
- give reassurance that the staff member will take action
- record the incident as soon as possible (see *Logging an incident* below). If a member of staff witnesses or suspects abuse, they will record the matter straightaway using the **Logging a concern** form.

If a third party expresses concern that a child is being abused, we will encourage them to contact Social Care directly. If they will not do so, we will explain that the BBCORE is obliged to and the incident will be logged accordingly.

## **Peer-on-peer abuse**

Children are vulnerable to abuse by their peers. Peer-on-peer abuse is taken seriously by staff and will be subject to the same child protection procedures as other forms of abuse. Staff are aware of the potential uses of information technology for bullying and abusive behaviour between young people.

Staff will not dismiss abusive behaviour as normal between young people. The presence of one or more of the following in relationships between children should always trigger concern about the possibility of peer-on-peer abuse:

- Sexual activity (in primary school-aged children) of any kind, including sexting

- One of the children is significantly more dominant than the other (eg much older)
- One of the children is significantly more vulnerable than the other (eg in terms of disability, confidence, physical strength)
- There has been some use of threats, bribes or coercion to ensure compliance or secrecy.

### ***If peer-on-peer abuse is suspected or disclosed***

We will follow the same procedures as set out above for responding to child abuse.

### **Extremism and radicalisation**

All childcare settings have a legal duty to protect children from the risk of radicalisation and being drawn into extremism. There are many reasons why a child might be vulnerable to radicalisation, eg:

- feeling alienated or alone
- seeking a sense of identity or individuality
- suffering from mental health issues such as depression
- desire for adventure or wanting to be part of a larger cause
- associating with others who hold extremist beliefs

### ***Signs of radicalisation***

Signs that a child might be at risk of radicalisation include:

- changes in behaviour, for example becoming withdrawn or aggressive
- claiming that terrorist attacks and violence are justified
- viewing violent extremist material online
- possessing or sharing violent extremist material If a member of staff suspects that a child is at risk of becoming radicalised, they will record any relevant information or observations on **Logging a concern form**, and refer the matter to the CPO.

### **Logging a concern**

All information about the suspected abuse or disclosure, or concern about radicalisation, will be recorded on the **Logging a concern form** as soon as possible after the event. The record should include:

- date of the disclosure, or the incident, or the observation causing concern
- date and time at which the record was made
- name and date of birth of the child involved

- a factual report of what happened. If recording a disclosure, you must use the child's own words
- name, signature and job title of the person making the record. The record will be given to the BBCORE's CPO who will decide on the appropriate course of action. For concerns about **child abuse**, the CPO will contact Social Care. The CPO will follow up all referrals to Social Care in writing within 48 hours. If a member of staff thinks that the incident has not been dealt with properly, they may contact Social Care directly. For minor concerns regarding **radicalisation**, the CPO will contact the Local Safeguarding Children Board (LSCB) or Local Authority Prevent Co-ordinator [delete if not applicable]. For more serious concerns the CPO will contact the Police on the non-emergency number (101), or the anti-terrorist hotline on 0800 789 321. For urgent concerns the CPO will contact the Police using 999.

### **Allegations against staff**

If anyone makes an allegation of child abuse against a member of staff:

- The allegation will be recorded on an **Incident record** form. Any witnesses to the incident should sign and date the entry to confirm it.
- The allegation must be reported to the Local Authority Designated Officer (LADO) and to Ofsted. The LADO will advise if other agencies (eg police) should be informed, and the BBCORE will act upon their advice. Any telephone reports to the LADO will be followed up in writing within 48 hours.
- Following advice from the LADO, it may be necessary to suspend the member of staff pending full investigation of the allegation.
- If appropriate the BBCORE will make a referral to the Disclosure and Barring Service.

### **Promoting awareness among staff**

The BBCORE promotes awareness of child abuse and the risk of radicalisation through its staff training. The BBCORE ensures that:

- the designated CPO has relevant experience and receives appropriate training in safeguarding and the Prevent Duty, and is aware of the Channel Programme and how to access it
- designated person training is refreshed every two/three years [delete as applicable]
- safe recruitment practices are followed for all new staff
- all staff have a copy of this **Safeguarding (Child Protection) policy**, understand its contents and are vigilant to signs of abuse, neglect or radicalisation
- all staff are aware of their statutory duties with regard to the disclosure or discovery of child abuse, and concerns about radicalisation

- all staff receive basic safeguarding training, and safeguarding is a permanent agenda item at all staff meetings
- all staff receive basic training in the Prevent Duty
- staff are familiar with the Safeguarding File which is kept the first aid room.
- the BBCORE's procedures are in line with the guidance in 'Working Together to Safeguard Children (2015)' and staff are familiar with 'What To Do If You're Worried A Child Is Being Abused (2015)'.

### **Use of mobile phones and cameras**

Photographs will only be taken of children with their parents' permission. Only the BBCORE camera will be used to take photographs of children at the BBCORE, except with the express permission of the manager. Neither staff nor children nor visitors may use their mobile phones to take photographs at the BBCORE. For more details see our **Mobile Phone Policy**.

### **Online Safety**

BBCORE follows guidelines set out by NSCOPP in safeguarding children online. Trustees, staff, volunteers, work placements have completed an Online Child Safeguarding course in addition to the standard Child Safeguarding course. Parents and children are given an induction and are asked to sign a Young Persons Online Safety Agreement. For more details see our **Online Safety Guidance, Safe Internet Use and Social Media Policy**.

### **Contact numbers**

Social Care: 01628 683150

Social Care out of hours contact: 01344 786543

LADO (Local Authority Designated Officer): Mandy Burrows, Tel: 01628 683202

Email: mandy.burrows@achievingforchildren.org.uk

LSCB (Local Safeguarding Children Board): Telephone: 01628 683234 Email : lscb@rbwm.gov.uk

Police: 101 (non-emergency) or 999 (emergency)

Anti-terrorist hotline: 0800 789 321

NSPCC: 0808 800 500

Ofsted: 0300 123 1231

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2021	Signed: Louella Denise Fernandez - Lempainen

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare requirements: Child Protection [3.4-3.8] and Suitable People [3.9-3.13]*.



## Smoking, Alcohol and Drugs

### Smoking

Smoking is not permitted anywhere on the premises of Busy Buttons CORE (BBCORE), including outside play areas. This rule applies to everyone including staff, people collecting children or any other visitors.

If we discover that a child has cigarettes in their possession while at BBCORE, we will confiscate the cigarettes and notify their parent or carer at the end of the session.

### Alcohol

Anyone who arrives at BBCORE clearly under the influence of alcohol will be asked to leave immediately. If they are a member of staff, disciplinary procedures will follow.

If we discover that a child has alcohol in their possession while at BBCORE, we will confiscate it and notify their parent or carer at the end of the session.

Staff are asked not to bring alcohol onto BBCORE's premises.

### Drugs

Anyone who arrives at BBCORE clearly under the influence of illegal drugs will be asked to leave immediately. If they are a member of staff, serious disciplinary procedures will follow.

If we discover that a child has illegal drugs in their possession while at BBCORE, we will inform their parent or carer.

If a member of staff is taking prescription drugs that may affect their ability to function effectively, they must inform the manager as soon as possible and seek medical advice. The manager will then complete a risk assessment. Staff medication on the premises will be stored securely and out of reach of children at all times.

### Safeguarding children

All members of staff have a duty to inform BBCORE manager and the designated Child Protection Officer (CPO) if they believe that a parent or carer is a threat to the safety of a child due their being under the influence of alcohol or illegal drugs when they drop off or collect their child. The manager and CPO will decide upon the appropriate course of action.

If a parent or carer is clearly over the alcohol limit, or under the influence of illegal drugs, staff will do their utmost to prevent the child from travelling in a vehicle driven by them. If necessary the police will be called.

### Related policies

[Staff Disciplinary policy](#), [Safeguarding policy](#).

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2021	Signed: Louella Denise Fernandez - Lempainen



## Social Media Policy

Busy Buttons CORE (BBCORE) recognises that many staff enjoy networking with friends and family via social media. However we have to balance this against our duty to maintain the confidentiality of children and parents attending BBCORE, as well as ensuring that our good reputation is upheld. Staff must remember that they are ambassadors for BBCORE both within and outside of working hours and are expected to conduct themselves accordingly when using social media sites.

This policy covers (but is not limited to) social media platforms such as:

- Twitter
- Facebook
- YouTube
- Tumblr
- Personal blogs and websites
- Comments posted on third party blogs or websites
- Online forums

### Social media rules

When using social media sites, staff must not:

- Post anything that could damage BBCORE's reputation.
- Post anything that could offend other members of staff, parents or children using BBCORE.
- Publish any photographs or materials that could identify the children or BBCORE.
- Accept invitations from parents to connect via social media (eg friend requests on Facebook) unless they already know the parent in a private capacity.
- Discuss with parents any issues relating to their child or BBCORE. Instead invite the parent to raise the issue when they are next at BBCORE, or to contact the Manager if the matter is more urgent.

Any member of staff who posts content or comments that breach confidentiality or which could harm the reputation of BBCORE or other staff members, or who publishes photographs of the setting or children, will face disciplinary action in line with our **Staff Disciplinary policy**.

### General cautions for using social media

When using social media in any context it is wise to bear in mind the following points:

- No information published via the internet is ever totally secure; if you don't want information to become public, do not post it online.
- Once an image or information is in the public domain, it is potentially there forever - Google never forgets!

### Related policies

See also: **Mobile Phone policy**, **Confidentiality policy**, **Staff Disciplinary policy**, **Safeguarding policy**.

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2021	Signed: Louella Denise Fernandez - Lempainen



## **Staff Disciplinary Procedure**

Busy Buttons CORE (BBCORE) aims to have a team of well-motivated, highly skilled and professional staff. However, should the behaviour or performance of a member of staff fall below the high standards that we expect we will follow the procedure set out below.

Staff will not be dismissed for a first breach of discipline except in the case of gross misconduct.

Staff have the right to appeal at all stages of the procedure and this will be confirmed within the warning or dismissal letter. The member of staff will have the opportunity to ask questions and answer allegations, and has the right to be accompanied by a colleague or union representative.

### **Minor offences**

The manager will try to resolve the matter by informal discussions with the member of staff. If this does not resolve the problem, the formal disciplinary procedure will be followed.

#### **Stage 1: Formal verbal warning**

The manager will give the member of staff a formal verbal warning which must include:

- the reason for the warning
- that this is the first stage of the disciplinary procedure
- an explanation of their right to appeal.

A note of the warning will be kept on the staff member's personnel file, but it will be disregarded after six months if their performance or conduct is satisfactory.

#### **Stage 2: First written warning**

If the offence is a serious one, or if there is no improvement, the manager will give the member of staff a written warning which must:

- give details of the complaint
- warn that a final written warning will follow if there is no improvement in their conduct or behaviour, or if there is a further breach of BBCORE rules
- explain their right to appeal.

A copy of the written warning will be kept on their personnel file but will be disregarded after 12 months if their performance or conduct is satisfactory.

#### **Stage 3: Final written warning**

If there is still no improvement in the staff member's performance, the manager will give them a final written warning which:

- gives details of the complaint
- warns that dismissal will result if there is no satisfactory improvement
- explains their right to appeal.

A copy of the final written warning will be kept on file, but will be disregarded after 24 months if the performance or conduct of the member of staff remains satisfactory.

## **Stage 4: Dismissal**

If, during the period of the final written warning, there is a further breach of BBCORE rules, or if the member of staff's performance has still not improved, dismissal will normally result. The manager will give the member of staff written reasons for the dismissal, the date on which their employment ends and information about their right to appeal.

### **Gross misconduct**

Staff will be dismissed without notice if they are found to have committed an act of gross misconduct. Examples of gross misconduct include:

- Child abuse
- Failing to comply with health and safety requirements
- Physical violence
- Ignoring a direct instruction given by the manager
- Persistent bullying, sexual or racial harassment
- Being unfit for work through alcohol or illegal drug use
- Theft, fraud or falsification of documents
- Being an unfit person under the terms of the Statutory Framework for the Early Years Foundation Stage (Section 75 of the Childcare Act 2006) or the Children's Act 1989.

The manager will investigate the alleged incident thoroughly before any decision to dismiss is made.

### **Referral to Disclosure and Barring Service**

If a member of staff is dismissed (or would have been dismissed if they had not left the setting first) because they have harmed a child or put a child at risk of harm we will make a referral to the Disclosure and Barring Service.

### **Notification to Ofsted**

BBCORE will notify Ofsted if a member of staff becomes disqualified, or if any significant event occurs which is likely to affect their suitability. Note that a member of staff could become disqualified through the actions of a partner or housemate.

### **Appeals**

A member of staff wishing to appeal against a disciplinary decision must do so in writing and within five working days of being informed of the decision. A meeting to hear the appeal will be set up no more than ten working days later. If possible, the registered person, or a member of the management committee or a senior member of staff who was not involved in the original disciplinary action, will hear the appeal and make an impartial and final decision.

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2021	Signed: Louella Denise Fernandez - Lempainen

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2014): Safeguarding and Welfare Requirements: Suitable people [3.9-3.13] and Disqualification [3.14-3.16] and Staff qualifications, training, support and skills [3.20-3.22]*.



## Staff Grievance Policy

At Busy Buttons CORE (BBCORE) we aim to have a team of well-motivated, highly skilled and professional staff. However, there may be times when a member of staff has issues or concerns about their working conditions or other aspects of their employment at BBCORE. When such issues arise we encourage staff to discuss them with the manager as soon as possible so that they can be quickly resolved. Grievances left unaired lead to unmotivated staff and a poor working environment.

All members of staff have the right to raise a grievance about issues that arise from their work within BBCORE and affect them as an individual, and should follow the procedures set out in this policy.

If the concerns relate to safeguarding issues, the staff member should follow the procedure set out in our **Safeguarding policy**. If the concerns relate to malpractice or wrongdoing with regards to the running of BBCORE, the staff member should follow the procedure set out in our **Whistleblowing policy**.

### Stage 1: Informal grievance procedure

In the first instance the member of staff should raise the issue with the manager. If the grievance is a relatively minor one, the manager will try to resolve the matter through informal discussions.

### Stage 2: Formal grievance procedure

#### *Grievance statement*

If the informal discussion does not resolve the grievance to the satisfaction of the member of staff, the next step is to write advising the manager that they intend to invoke the formal grievance procedure. The written notification should include the following details:

- An statement that the staff member is invoking the formal grievance procedure
- The nature of the grievance, giving the background to the issue, any relevant facts (including dates) and the names of any other parties involved
- Any steps that have been taken on an informal basis to address the concerns
- The staff member's opinion on what their desired outcome would be.

The member of staff can have a representative submit the grievance on their behalf if they wish.

#### *Grievance meeting*

Within five working days of receiving the grievance, the manager will reply in writing, acknowledging receipt and inviting the staff member to attend a formal grievance meeting. The meeting will normally take place within ten working days of receipt of the written grievance.

The member of staff has the right to be accompanied at the meeting by a work colleague or a union representative. BBCORE will be represented by the manager and deputy manager

The purpose of the meeting is to hear the full facts of the situation, and to attempt to resolve the grievance in a mutually acceptable manner. If necessary a second meeting may need to be arranged in order to gather more evidence.

#### *Outcome and appeals*

The manager and deputy manager will determine the outcome of the grievance. They may reject the grievance, or may uphold the complaint and identify what steps will be taken to resolve it.

Within ten working days of the grievance meeting, the manager and deputy manager will inform the member of staff in writing of the outcome of the grievance, including the reasons for the decision and, where appropriate, details of any steps taken or further actions required to address their concerns.

The member of staff will also be advised of their right to seek advice from ACAS, other professionals and their trade union if they are not satisfied with the outcome.

### **False or repeated grievances**

If a member of staff raises a grievance that, through investigation, proves to be malicious they may find themselves subject to disciplinary action.

A member of staff cannot raise the same grievance within 12 months of the resolution, outcome or withdrawal of the original grievance.

### **Related policies**

See also our [Safeguarding Policy](#), [Whistleblowing Policy](#), [Staff Disciplinary Policy](#).

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2021	Signed: Louella Denise Fernandez - Lempainen

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Staff qualifications, training, support and skills [3.21-3.22]*.



---

## Staff Induction and Development

Each new member of staff at Busy Buttons CORE (BBCORE) receives a copy of all of BBCORE's policies and procedures. Within the first month of their employment, the manager will discuss the practical implications of BBCORE's policies and procedures with them. The new staff member will sign the **Policy Confirmation Slip** to confirm that they have read and understood BBCORE's policies.

All new staff will receive induction training which will include:

- Introduction to their colleagues, children and parents or carers
- Tour of the premises including: identification of all fire exits, location of first aid kit and fire safety equipment, and information about the emergency evacuation procedures; outside play areas, fire assembly points, collection points at the school, route from the school to BBCORE etc, and identification of any known hazards
- Thorough briefing about BBCORE's safeguarding and child protection policy and procedures and about our Equal Opportunities policy and ethos.
- Location of BBCORE records and documentation, storage, toilets etc
- Overview of all aspects of the day-to-day management and running of BBCORE
- Explanation of BBCORE's obligation to comply with the Early Years Foundation Stage (EYFS)
- Explanation of the processes for appraisals, training and development, booking holidays, sickness absence, staffing rota, etc.

### Development and training

To ensure that staff development needs are being met, and that staff training and qualifications are meeting the requirements of BBCORE and the Statutory Framework for the Early Years Foundation Stage, we provide all our staff with:

- a thorough induction process
- a system of regular appraisals and reviews
- opportunities for training and professional development.

We also keep an up to date record of staff qualifications and maintain a training development plan.

### Appraisals and reviews

The manager will hold an annual appraisal meeting with individual staff. The appraisal will reflect on progress and challenges over the previous year and identify current knowledge and skills, areas for future development and potential training needs.

The manager will hold quarterly reviews with staff to monitor their professional development and their progress with regards to the targets set, and issues raised, during their annual appraisals.

### Training

The manager will identify and promote suitable training courses for staff so that they can expand their professional development and keep their knowledge of childcare and playwork issues up to date. Staff are expected to attend training courses as and when requested by their manager.

### Staff meetings

Staff meetings provide a forum in which staff can share information, solve problems and raise work issues. Staff meetings are held on appointed days with prior notice.

This policy was adopted by: Busy Buttons CORE	Date: 10 <sup>th</sup> August, 2017
To be reviewed: 10 <sup>th</sup> August, 2018	Signed: Louella Denise Fernandez - Lempainen

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Qualifications, training, support and skills [3.20 - 3.22]*.



## Suspensions and Exclusions Policy

Busy Buttons CORE (BBCORE) will deal with negative and inappropriate behaviour by using constructive behaviour management techniques. We will involve staff, parents and children to tackle disruptive and challenging behaviour collectively.

We acknowledge that some children will require additional support in order to achieve acceptable levels of behaviour. Where we identify a child with these needs, we will work closely with the parents or carers to deal with the inappropriate behaviour in accordance with our **Behaviour Management** policy.

Where a child *persistently* behaves inappropriately, we will implement the following procedure:

1. Give the child a formal warning; staff will explain why the behaviour is unacceptable along with the consequences of further incidents.
2. Staff will encourage the child to discuss their behaviour, to explain their actions and to identify strategies for avoiding such incidents in the future.
3. Details of formal warnings, suspensions and exclusions will be recorded on an **Incident record** and kept in the child's records.
4. The formal warning will be discussed with the child's parents, and all staff will be notified.

Staff will inform the manager if a child's behaviour warrants suspension or exclusion.

We will only suspend or exclude a child from BBCORE as a last resort, when all other behaviour management strategies have failed or if we feel that children or staff are at risk.

Suspensions and exclusions will be fair, consistent and appropriate to the behaviour concerned, and will take account of the child's age and maturity as well as any other factors relevant to the child's situation. If appropriate, we will seek advice from other agencies; this may include accessing funding for additional support.

### Temporary suspensions

Temporary suspensions will be applied in the following situations:

- Where formal warnings have failed to improve a child's persistent, challenging and unacceptable behaviour.
- In the event of an extremely serious or dangerous incident we will suspend a child with immediate effect. We will contact the parents and ask that the child be collected immediately. Immediate suspensions require the manager's agreement.

BBCORE may temporarily suspend the child for a period of up to 15 consecutive days. If BBCORE takes this step, we will discuss our concerns with the parents/carers in order to work together to promote a more desirable pattern of behaviour.

At the end of the suspension period the manager will meet with the parents/carers and the child, in order to agree any conditions relating to the child's return to BBCORE.

### Permanent exclusion

In exceptional circumstances, and only when all other attempts at behaviour management have failed, it may be necessary to permanently exclude a child from the setting.

If a child is excluded from BBCORE, the parents/carers will be given a verbal and written explanation of the issues and subsequent actions. The parent/carer has the right to appeal to the manager against the exclusion within 14 days of receiving written notification of the exclusion.

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2021	Signed: Louella Denise Fernandez - Lempainen



---

### Uncollected Children Policy

Busy Buttons CORE(BBCORE) endeavours to ensure that all children are collected by a parent or carer at the end of each session. If a child is not collected, and the parent or carer has *not* notified us that they will be delayed, we will follow the procedure set out below:

#### **Up to 15 minutes late**

- When the parent or carer arrives they will be reminded that they must call BBCORE to notify us if they are delayed.
- The parent or carer will be informed that penalty fees will have to be charged (unless the delay was genuinely unavoidable). **Over 15 minutes late**
- If a parent or carer is more than 15 minutes late in collecting their child, the manager will try to contact them using the contact details on file.
- If there is no response from the parent or carer, messages will be left requesting that they contact the Club immediately. The manager will then try to contact the emergency contacts listed on the child's registration form.
- While waiting to be collected, the child will be supervised by a member of staff.
- When the parent or carer arrives they will be reminded that they must call BBCORE to notify us if they are delayed, and that penalty fees will have to be charged (except in exceptional circumstances). **Over 30 minutes late**
- If the manager has been unable to contact the child's parents or carers after 30 minutes, the manager will contact the local Social Care team for advice.
- The child will remain in the care of BBCORE staff, on BBCORE premises if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.
- If it is not possible for the child to remain at the BBCORE premises, a note will be left on the door of BBCORE informing the child's parent or carer where the child has been taken (eg to the home of a staff member or into the care of a safeguarding agency) and leaving a contact number. A further message will be left on the parent or carer's telephone explaining events. **Managing persistent lateness** The manager will record incidents of late collection and will discuss them with the child's parents or carers. Parents and carers will be reminded that if they persistently collect their child late they may lose their place at BBCORE.

**Useful contacts**

Local Social Care Tel: 01628 683150 or out of hours Tel:01344 786543

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2021	Signed: Louella Denise Fernandez - Lempainen

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Information for parents and carers [3.73]*.



## Visitors Policy

Busy Buttons CORE (BBCORE) is committed to providing a safe and secure environment for the children in our care. When we have visitors to our BBCORE we need to ensure that this will not have a detrimental effect on the children and that the person in question has a valid reason for visiting BBCORE. Accordingly, when a visitor arrives at BBCORE we will follow the procedure set out below

- All visitors to BBCORE must sign the **Visitor Log**.
- The identity of the visitor will be checked and this will be recorded on the **Visitor Log**.
- If staff require further reassurance of the identity of the visitor, they will phone the employing organisation of the visitor, eg Ofsted, Local Authority, Environmental Health Department, etc, for further confirmation. If this is not possible, staff will seek the advice of BBCORE Manager.
- The reason for visit will be recorded.
- Visitors will never be left alone or unsupervised with the children.
- If a visitor has no reason to be on BBCORE's premises staff will escort them from the premises.
- If the visitor refuses to leave, staff will call the police. In such an event an **Incident Record** will be completed and the manager will be immediately notified.
- When a visitor leaves the premises, we will record the time of departure on the **Visitor Log**.

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2021	Signed: Louella Denise Fernandez - Lempainen

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Safety and suitability of premises, environment and equipment [3.62]*.



---

## Whistleblowing Policy

Busy Buttons CORE (BBCORE) is committed to the highest standards of openness, probity and accountability. If a member of staff discovers evidence of malpractice or wrongdoing within BBCORE they can disclose this information internally without fear of reprisal. Our **Whistleblowing policy** is intended to cover concerns such as:

- Financial malpractice or fraud
- Failure to comply with a legal obligation
- Dangers to health and safety or the environment
- Criminal activity
- Improper conduct or unethical behaviour

This policy should not be used to question business decisions made by BBCORE, or to raise any matters that are covered under other policies (eg discrimination or racial harassment). Any allegations relating to child protection will follow the procedures set out in the **Safeguarding Children policy**. Any concerns relating to the employment conditions of an individual member of staff should be raised according to the procedures set out in the **Staff Grievance policy**.

### Raising a concern

Ideally the staff member should put his or her allegations in writing, setting out the background to the situation, giving names, dates and places where possible, and the reason why they are concerned about the situation.

In the first instance concerns should be taken to BBCORE's manager.

If this person or body is unwilling or unable to act on the concern, the staff member should then raise it with:

- Ofsted (if it concerns the safe and effective running of BBCORE)
- The Local Authority Designated Officer or the Local Safeguarding Children Board (if it concerns a child protection issue and is not already covered by the procedure set out in BBCORE's **Safeguarding Children policy**)
- Ultimately, with the police (if a crime is thought to have been committed).

If the member of staff is still uncertain about how to proceed with the concern, he or she can contact the whistle-blowing charity PCAW (Public Concern at Work) for advice.

### Responding to a concern

Initial enquiries will usually involve a meeting with the individual raising the concern, and will decide whether an investigation is appropriate and, if so, what form it should take. If a concern relates to issues which fall within the scope of other policies, it will be addressed under those policies.

If the initial meeting does not resolve the concern, further investigation is required. The appropriate person will investigate the concerns thoroughly, ensuring that a written response can be provided within ten working days where feasible, or if this is not possible, giving a date

by which the final response can be expected. The response should include details of how the matter was investigated, conclusions drawn from the investigation, and who to contact if the member of staff is unhappy with the response and wishes to take the matter further.

### **Rights and responsibilities of the whistle-blower**

All concerns will be treated in confidence and BBCORE will make every effort not to reveal the identity of anyone raising a concern in good faith. At the appropriate time, however, the member of staff may need to come forward as a witness.

If a member of staff raises a concern in good faith which is then not confirmed by the investigation, no action will be taken against that person.

If the investigation concludes that the member of staff maliciously fabricated the allegations, disciplinary action may be taken against that person.

### **Contact information**

LADO (Local Authority Designated Officer): Mandy Burrows, Tel: [01628 683202](tel:01628683202)

Email: [mandy.burrows@achievingforchildren.org.uk](mailto:mandy.burrows@achievingforchildren.org.uk)

LSCB (Local Safeguarding Children Board): Tel: 01628683234

Ofsted: 0300 123 1231

PCAW (Public Concern at Work): 020 7404 6609 (website: [www.pcaw.org.uk](http://www.pcaw.org.uk))

### **Related policies**

[Staff Grievance policy](#), [Safeguarding Children policy](#).

This policy was adopted by: Busy Buttons CORE	Date: 30 <sup>th</sup> May, 2020
To be reviewed: 29 <sup>th</sup> May, 2021	Signed: Louella Denise Fernandez - Lempainen

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Information for parents and carers [3.73]*.