



KTB Kids Admission Handbook

A comprehensive guide to the policies and resources within our nursery

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Open door policy

KTB Kids encourage partnership working with parents and guardians and offer an open door policy whereby parents or guardians can collect or drop their child at any time within their session. Please note however that we always recommend arrival by 09:00 for morning sessions and by 14:00 for afternoon sessions. Parents or guardians can call KTB Kids at any time throughout the day to ask for an update on what their child is doing or how they are feeling that day. If the nursery educators at KTB Kids have any concern over a child on any day, for example if they do not appear to be settled or they seem unwell, then the nursery will inform the parents or guardians of that child by telephone.

When a child is collected parents or guardians will receive an honest handover from an educator, during COVID-19 this will be on behalf of the child's key worker as parents will not be entering the actual nursery. Parents are given the opportunity to ask what their child has been enjoying and learning that day and to discuss any issues that may have arisen. We ask for parents to share any information that may impact upon their day at nursery, for example, a bad night's sleep, or an unsettled routine at home. This ensures smooth communication and care for the child.

KTB Kids would advise a 1:1 meeting between the key educator and the parent or guardian at least once a term to discuss the progress that your child has made. If we had any concerns about a child a 1:1 would be requested and booked at the convenience of the parent or guardian prior to the termly 1:1. These meetings can be requested from the parent and a mutually convenient time can be arranged.

Should parents or guardians wish to raise any concern or question to the nursery owner or manager they are encouraged to do so via email, phone or face to face whereby a meeting can be set up to discuss the issues. This enables us to find a solution and implement a plan as soon as possible to ensure levels of satisfaction are being met and where possible exceeded wherever possible.

Play policy

For the most successful education we need a child who wants to learn for no other reason than they want to learn. Because it is inspiring, because it is interesting, because it is fun! At KTB Kids children are supported to have a strong internal drive to do well and learn more. This comes from a child centred environment, conducive to learning, age appropriate, full of objects, tools and people who inspire a child's natural curiosity and natural scientist tendencies. The nursery helps the child to foster a sense of pride in themselves and a desire to keep trying and improving their skills.

The enabling open plan environment at KTB Kids is inspired by a uniquely developed 'Let's' philosophy. This approach to early year's education is built around the individual child focussing on their unique strengths building confidence, problem solving ability and resilience whilst ensuring that each child meets their own potential for learning. This bespoke curriculum links practice at KTB Kids to the child centred ethos inspired by the Reggio Emilia approach.

The ultimate goal in practice is to support children to become deeply engaged throughout the nursery. This takes into account:

- ▶ Appropriate levels of interaction to extend and not disturb learning.
- ▶ Downtime areas throughout the nursery where children can just 'be'.
- ▶ Well-being of every child. Checking in with children regularly.
- ▶ Creating a 'wow' environment that stimulates every child's unique motivators.

Sustained shared thinking is central to the nursery ethos refers to the concept of working with the children to problem solve, evaluate an activity, tell a story, share an experience and so much more. Both the educator and the child will be engaged in the conversation, making it educational, memorable and beneficial. Educators in the nursery will work alongside the children to explore topics and extend play, often with very creative results. In addition children are supported in being independent. It is recognised that children are spontaneously driven to do things for themselves. It is an adult's responsibility to capture this, and empower the child with the skills they need. Adults have high aspirations of every child, and of themselves as an educator to push limits and fulfil potential.

Policy for managing unwanted behaviour in nursery

Emotion coaching is standard practice within KTB Kids however on occasion behaviour displayed may be dangerous or harmful and in these situations some intervention may be needed. Policy states that the following will be implemented:

1. Let the child displaying unwanted behaviour calm down, and minimise the attention given.
2. Comfort the victim (if another child is involved), provide reassurance. Administer any first aid if this can be done quickly- if not ask another adult to assist and to continue providing comfort.
3. Return to the child who caused the harm or displayed the unwanted behaviour.
 - a. It is important to be at their level
 - b. Use eye contact as much as possible (taking into account age, stage and development and additional needs)
 - c. Use gentle touch to gain attention (where appropriate) or use name if not comfortable being touched
 - d. Use a calm but firm voice
4. Explain briefly how the behaviour has caused harm or was inappropriate, and the child must be asked how that behaviour has made them feel.
5. If appropriate discuss with the child, the impact the behaviour has caused.
6. If they have disrupted an activity, knocked equipment out of the way or broken something encourage them to tidy this away or put it back to how it was. With support, if needed.
7. It is not necessary to ask a child to say sorry as children do not understand this concept until much older. If they volunteer to say sorry this is fine, but also ask them to make it better, using the methods as mentioned above.

Educators will consider if they are the best person to deal with the situation at the time. If they have been hurt or are temporarily not calm enough to deal with the situation, they will ask a colleague to assist. Educators are vigilant to situations where they may need to step in to help a colleague who may be struggling, either emotionally or practically.

In line with this policy and strategy we will ensure that:

1. Children will never be sent out of the room by themselves OR singled out or humiliated in any way. Children may need some calm away from other distractions, but this will NEVER be called or used as “time out”
2. Staff will not raise their voices in a threatening way or use negative language. For example, “you’re making me cross” or “your naughty”
3. In any case of unwanted behaviour, it will always be made clear to the child(ren) in question, that it is the behaviour and not the child that is unwelcome.
4. Any behaviour concerns or challenges will be discussed with parents or guardians and it may be appropriate to arrange a meeting to discuss this in more detail. It is important to work in partnership to ensure consistency between home and nursery and resolve any issues together.
5. Confidential records for example ABC charts or emotional support plans will be kept if required so that triggers can be identified, and effective support put in place. Parents/guardians will be involved in this process.
6. When discussing behaviour:
 - a. Positive feedback and information about the child’s day will always be given, and then discussion on any behaviour issues. Educators will share information/observations and any potential causes that may have been identified.
 - b. Anything negative should wherever possible not be discussed in front of the child or in ear-shot of any other children or parents/guardians.
 - c. The environment and the timing of discussions will be considered where possible when discussing behaviour with a parent/guardian.
 - d. It is important to work together with parents or guardians and to share knowledge of experiences at nursery and at home.
7. Through partnership with parents/guardians and formal observation, staff will make every effort to identify the causes for any unexplained and unwanted behaviour. From these observations, individual plans or emotional support plans may be formed.
8. Through effective emotional literacy children can develop non-aggressive strategies to enable them to develop an effective relationships and friendships. They need to be given opportunities to express their feelings constructively and clearly.

Nutritional Policy

KTB Kids is committed to endorsing ethical and environmentally sustainable food, championing local food producers and making healthy eating easy. When preparing meals for the children in our care we source whole foods in their natural state avoiding all processed foods. By cooking all our meals from scratch we can control exactly what is going into it, including the amount of added salt or sugar. Parents can be reassured that all our food is free from controversial additives, trans-fats and genetically modified ingredients and that we only purchase food from suppliers that exceed UK welfare standards. At KTB Kids we incorporate organic ingredients into every meal and specifically where available all dairy and meat products are organic.

Our menus are based on a 16 week program where we incorporate seasonal produce with traditional dishes from around the world to further enhance the children's understanding of a greater environment. Babies move from formula or EBM to simple purees or blended home cooked food and finally to chunky food prepared from the main menu. Meal and snack times are sociable, relaxed, happy occasions. The KTB Kids nursery educators will encourage conversation and good manners whilst supporting children to make healthy choices. Meal and snack times are set each day and all children from the nursery of all ages are encouraged to come together at these times. Fresh drinking water is available to all children throughout the day and also at mealtimes. At KTB Kids we do not allow children to have natural or diluted fruit juice or squash. Fresh homemade smoothie is offered to the children at high tea.

On registration parents or guardians must provide details of any special dietary requirements and food allergies that the child has, and any special health requirements. KTB Kids will record and act on information from parents and carers about a child's dietary needs.

KTB Kids has a purposefully designed and adequately equipped kitchen for the hygienic preparation of healthy meals, snacks and drinks for the children, including suitable sterilisation equipment for babies' food. KTB Kids employ a nursery housekeeper who has a level III food hygiene qualification however all other educators at KTB Kids who are responsible for preparing and handling food are competent to do so and have received training in food hygiene.

Should two or more children looked after at KTB Kids be affected by food poisoning KTB Kids will notify Ofsted within 14 days of the incident.

Personal care policy

Nappy changing policy

No child is excluded from participating in our nursery who may, for any reason, not yet be toilet trained and who may still be wearing nappies or equivalent. We work with parents towards toilet training, unless there are medical or other developmental reasons why this may not be appropriate at the time. We see toilet training as an important self-care skill, which gives children have the opportunity to learn with the full support and non-judgemental concern of adults. All children are treated with dignity, care and compassion during nappy changing/toileting. Staff will ensure this time is relaxed; they do not make negative comments about nappy/potty/toilet contents. Our educators aim to provide opportunities for all children to use the toilet independently and aid with children who require it. Where children are potty training or are in pull-ups, we will remind them at frequent intervals to use the toilet. If a child is in nappies, these will be changed at regular intervals throughout the day and of course as necessary in between.

Nappy changing procedure

- We maintain each child's privacy.
- During nappy changing staff will interact with the child, and if upset will reassure and comfort them. They will praise them verbally throughout the nappy changing experience.
- All staff are familiar with the hygiene procedures and carry these out when changing nappies.
- Staff wear protective gloves and aprons to change nappies/ pull up. These are changed after each nappy is changed.
- Nappies are changed at timed intervals throughout the day and as and when needed. Parents or guardians are asked to provide a minimum of 6 nappies each day. Children will be checked periodically and changed as needed.
- Staff working within the child's room is rotated to change nappies, to ensure that where possible staff do not do more than one nappy change a day.
- All children are changed on the designated nappy changing table.
- The nappy changing mat is wiped with antibacterial wipes/ spray after every nappy change.
- Staff will wash their hands with hot soapy water and dry disposable towels immediately after completing the task.

- All nappies and pull ups are to be disposed of in the nappy bin after each round of nappy changes
- All nappy changes will be recorded in the nappy changing record.
- Only staff with DBS clearance will undertake nappy changes.
- Parents are asked to provide their children's usual brand of nappies and wipes and cream if required. These will be recorded in the nappy/ wipe log, detailing the amount provided along with the date.
- Parents are also asked to provide spare changes of clothes in case of accidents.

Sleep policy

At KTB Kids Day Nursery we understand the importance of children getting good quality, uninterrupted sleep. To ensure that the children in our care have the undisturbed sleep they require we have developed separate sleep spaces with full sized cots and beds, where the children can sleep without disturbance from children who are playing, and children can play freely.

Sleep room procedure

- Always work with parents to ensure that the child's usual sleep routine is followed as closely as possible.
- Children who need to sleep, will do so in the nurseries designated sleep room. Where this sometimes can be unavoidable or may go against where a baby may have naturally fallen asleep or feels most comfortable the situation will be carefully monitored to reduce any risk to a baby or child. A sleeping baby or child will be moved into a cot wherever possible.
- Babies' will always be placed on their backs to sleep unless there is a signed sleep position medical waiver on file. When babies can easily turn over from the back to the stomach, they can be allowed to adopt whatever position they prefer to sleep.
- Visual and auditory supervision is required at all times. A practitioner will always be present in the sleep room whenever a child is awake. From entering the upper sleep room, if a child has been awake for 20 minutes and shows no signs of sleeping then they should get up and leave the sleep room.
- When all children are asleep 5-minute observations of the children in sleep room will take place.
- The time the child enters the sleep room, the time they fall asleep and when they wake up will be documented on the sleep chart.

- 5-minute observations of all sleeping children will take place by checking the rise and fall of the chest and noting if the sleep position has changed. The sleeping position will be documented on the Safe Sleep chart at each observation.
- Steps will be taken to keep babies from becoming too warm or over heating by regulating the room temperature, avoiding excess bedding and not overdressing or over-wrapping the baby. The room temperature will be kept, in accordance with recommendations; at about 18°C (65°F), when this is not possible the how to dress your baby to sleep by the temperature will be followed.
- Babies' heads will not be covered with blankets or bedding, and loose bedding, pillows, bumper pads etc will not be used in cots. Toys and stuffed animals will not be allowed in the child's cot unless it is their comforter.
- Babies will always be supervised if they have been put down to sleep with a bottle to self-feed and remove the bottle promptly when they have finished.
- A safety approved cot with a firm fitting mattress and tight-fitting sheet will be used.
- Bed sheets and blankets if used are changed and washed after each child has woken from their sleep.

KTB Kids Bottle Preparation Policy

At KTB Kids we ask for parents to provide their child's own powdered formula or expressed breast milk and a bottle for their baby which we will keep, wash and sterilise in the setting. Formula must be supplied in its original container as this is the best way for educators to ensure they are preparing feeds correctly, in accordance with the guidelines detailed on the packet or tin. Stored formula will be kept clearly labelled in the cupboard by the small milk preparing area in the baby room with the child's full name and date of expiry. If parents wish to use ready to use milk, they must provide sealed cartons that are sterile and in date.

According to the Food Standard Agency and Department Of Health, the best way to prevent a baby becoming ill is to make up all formula feeds fresh, as and when they are required by the baby. This is therefore the process used within our nursery.

Storing and warming breast milk

We ask for parents to bring in expressed breast milk in a clearly labelled with the date of expiry, date milk was removed from freezer if applicable and child's full name in a sterilised container for the day or sterilised milk pouch. Milk will be stored in the nursery fridge for up to 72 hours at 4C or lower. Expressed milk can be given to a baby straight from the fridge if the child is happy to drink it cold. Or the educator will warm the milk to body temperature by placing the bottle in lukewarm water.

Process for preparing a bottle:

- Educators ensure the milk preparation area is clean and sterile.
- Educators will boil no more than 200ml of fresh water in the kettle and allow to cool to no less than 70°C. This should take no longer than 25-30 minutes.
- Educators will sanitise their hands and wear blue hygiene gloves and an apron.
- Educators will measure the required amount of cooled boiled water into the sterilised bottle as shown on the formula milk container. Using the scoop provided, they will add the required amount of scoops of powder to the bottle, levelling off each scoop.
- The sterilised teat and cap will be placed onto the bottle and the bottle will be shaken well.
- Educators will remove their gloves and apron.
- Before offering the milk to the baby, the formula will be cooled by placing the bottle into cold water until luke warm. The temperature is tested by shaking a few drops onto the inside of the educator's wrist.
- When feeding a baby, the bottle is held at an angle so the teat and bottle neck are always full of milk.
- Throw away and milk that has not been used within one hour if the bottle has been fed from and after two hours if it has been untouched
- The bottle is taken to the main kitchen for hand washing to be returned to the milk preparation area for sterilising and storing.

Allergies policy

We provide care for healthy children and promote health through identifying allergies and preventing contact with the allergenic substance.

When parents start their children at the setting they are asked if their child suffers from any known allergies. This is recorded on the registration form and a full risk assessment is completed.

Allergy procedure

If a child has an allergy, a risk assessment form is completed to detail the following:

- The allergen (i.e. the substance, material or living creature the child is allergic to such as nuts, eggs, bee stings, cats etc.).

- The nature of the allergic reactions e.g. anaphylactic shock reaction, including rash, reddening of skin, swelling, breathing problems etc.
- What to do in case of allergic reactions, any medication used and how it is to be used (e.g. EpiPen).
- Control measures – such as how the child can be prevented from contact with the allergen.
- Review.

The manager/owner will then:

- Make sure all staff know which children suffer from an allergy, and to which food.
- Make sure all staff are made aware of the potential hazards from the use of severe allergens such as nuts and nut products in training sessions and notices.
- Pass information about those children suffering severe allergic reactions to the nursery house keeper and those who supervise children during mealtimes.
- Make a colour coded placemat for the child detailing their allergy on the back, so all staff can clearly see what the child's allergy is.
- Clearly label any foods that may be an allergen to a child in that room.
- Be aware of accidentally transferring food from one dish to another while serving.
- Obtain information from the chef as to whether ingredients or flavourings used in their products contain allergens.
- Be responsible for ensuring the child is fed the correct food although the final responsibility of the person serving the child (usually the nursery house keeper).

Key person policy

KTB Kids operates a key-person system which is a standard of the early year's framework. Each child is assigned to a nursery educator who will be interacting with that child on a daily basis for at least 50% of the child's normal sessions within the nursery. The role of the key worker is to help ensure that every child's care is tailored to meet their individual needs and is the parent or guardians first point of contact within the nursery. Your child will be assigned to a nursery educator prior to your child starting within our setting. Should for any reason we, or parents believe that in the best interest of the child this person may not be the most suitable then we can be flexible and make the necessary changes. Parents or guardians will be informed of the child's named keyworker as soon as they are assigned so an early bond can begin to be formed. It is the role of the key educator to support the child within the settling and to keep the records of each child up to date. This record can be requested to be seen by the parent or guardian at any time. Any parent or guardian is encouraged to speak openly with the key educator at any time throughout the child's time at the nursery. This could be to discuss concerns around their child's development or any other personal situation or change in circumstances that it would be helpful for the nursery to be aware of.

The key person will complete the required written assessments for your child which include:

- On-going formative assessment
- Progress check at two years if applicable
- Termly assessment

The documentation that is completed by the key worker

On-going formative assessment

At KTB Kids on-going formative assessment is standard practice as part of every nursery day. A formative assessment involves nursery workers observing children to understand their level of achievement, interests and learning styles, and to then shape learning experiences for each child reflecting those observations. Daily progress through achievements in play and activities and any other significant observations made are recorded. Photographic images form part of this ongoing assessment.

Online Learning Book

KTB Kids use a safe and secure online system for sharing information with parents and guardians called the learning book. This is designed to give parents insight into what their child has been doing and learning while at nursery and is focused on recording observations of your child's educational achievements at nursery. These observations are recorded in a variety of different ways, including photos, videos and text. The aim is to share at least one observation each week. Within the online account there is an area for parents to share photos and observations of your child at home, which is strongly encouraged. These observations really help a child's key educator ensure that the activities and resources that are provided at the nursery meet the child's developmental need and interests.

Progress check at age two

When a child attending KTB Kids reaches 2 years of age they will have a progress review by their key worker. A short written summary of the child's development in the prime areas will be issued to parents or guardians. The progress check will identify the child's strengths, and any areas where the child's progress is less than expected. If there are significant emerging concerns, or an identified special educational need or disability, nursery workers will develop a targeted plan to support the child's future learning and development describing the activities and strategies the nursery intends to adopt to address any issues or concerns. Nursery educators will discuss with parents or guardians how the summary of development can be used to support learning at home. Progress checks will be carried out within three months of the child's second birthday and all progress reports will be sent to the child's health visitor and any other relevant professional with the written consent of the parent or guardian.

Termly assessment and my unique story documents

At the end of every term key workers will complete a tracking document and short commentary for each child in the form of the standard documents for Kent 'my unique story'. This information provides parents and guardians, alongside other nursery educators with a well-rounded picture of a child's knowledge, understanding and abilities, their progress against expected levels and the educator's plans to encourage the child's on-going development.

Consistency

When each nursery educator within our setting is working to the same guidelines, the children quickly understand what is expected of them. If this consistency is extended into the home environment that it can only support the child further. This also helps families gain the most benefit from their child attending our nursery. We have an extensive library of resources, most of which are available on our website but all of which can be made available to families.

Guides

- KTB Kids prospectus
- KTB Kids guide to the Let's Curriculum
- KTB Kids inclusion guide
- KTB Kids emotion coaching guide
- KTB Kids guide to safely managing risk

Policies

- KTB Kids Admissions Handbook
- KTB Kids Policy for supporting children's emotional literacy and promoting positive behaviour
- KTB Kids SEN Policy
- KTB Kids HR Policy Handbook
- KTB Kids Safeguarding Policy Handbook
- KTB Kids Child Protection Statement & Policy
- KTB Kids Safer Recruitment Policy
- KTB Kids Risk Management System
- KTB Kids Health & Safety Management System
- KTB Kids Fire Safety Management System
- KTB Kids Food Safety Management System

Training presentations

- Introducing working practice at KTB Kids
- Emotion coaching training
- Teaching effectively – an introduction to the *Let's* curriculum
- Inclusive practice – supporting every child including those with SEN
- Dynamic risk assessments & safe practice

KTB Practically Mindful guide

KTB Kids blog series

- Giving our children a voice
- Supporting children's emotional wellbeing
- Using children's schemas to promote learning
- Supporting creativity and sustained shared thinking

Externally produced resources

- Community playthings resources
- Letters and sounds guide
- NSPCC child abuse and neglect factsheet
- EYFS development matters pocket handbook
- EYFS development matters by age

KTB Kids produced resources

- The KTB Kids road to school
- The building blocks of reading
- The building blocks of writing
- Prewriting shapes
- Baking cycle
- Yoga stories
- Sensory projects
- Multimedia projects
- Science experiments
- Handwork
- Parent workshop presentations

KTB Kids Pinterest image gallery of ideas

Child protection statement

The KTB Kids Child Protection Policy has been developed in accordance with statutory guidance from the Department for Education 'Keeping Children Safe in Education' issued under Section 175 of the Education Act 2002, the Education (Independent School Standards) Regulations 2014 and the Education (Non-Maintained Special Schools) (England) Regulations 2011. It has been comprised alongside related guidance from the statutory guidance in the documents 'Working Together to Safeguard Children' (March 2015) and 'What to do if you are worried a child is being abused – advice for educators' (2015). This policy is in line with the Kent Safeguarding Children Board (KSCB) procedures. This includes the Kent & Medway Safeguarding Children Procedures (2015) (The "Purple Book") and the KSCB and Eligibility & Threshold criteria.

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/447595/KCSIE_July_2015.pdf

<https://www.gov.uk/government/publications/working-together-to-safeguard-children--2>

[https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/419604/What to do if you re worried a child is being abused.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/419604/What_to_do_if_you_re_worried_a_child_is_being_abused.pdf)

The designated person for Child Protection who has overall responsibility for child protection practice in the Setting is Naomi Steel. In the event the designated person for child protection is unavailable, staff should talk to the nursery owner Katie Ballard without delay.

The staff and members of KTB Kids take seriously their responsibility to promote the welfare and safeguard all the children and young people entrusted to their care. As part of the ethos of the setting we are committed to:

- Maintaining children's welfare as our paramount concern.
- Providing an environment in which children feel safe, secure, valued and respected, confident to talk openly and sure of being listened to.
- Providing suitable support and guidance so that children have a range of appropriate adults who they feel confident to approach if they are in difficulties.
- Using learning at the setting to provide opportunities for increasing self-awareness, self-esteem, assertiveness and decision making so that young children have a range of contacts and strategies to ensure their own protection and understand the importance of protecting others.

- Working with parents to build an understanding of the setting's responsibility to ensure the welfare of all children including the need for referral to other agencies in some situations.
- Ensuring all staff are able to recognise the signs and symptoms of abuse and are aware of the setting's procedures and lines of communication.
- Monitoring children who have been identified as 'in need' including the need for protection, keeping confidential records which are stored securely and shared appropriately with other professionals.
- Developing effective and supportive liaison with other agencies.

KTB Kids Educators Role and Responsibility in Child Protection

Everyone involved in the care of young children has a role to play in their protection. All members of staff at KTB Kids are in a unique position to observe signs of abuse and neglect or changes in behaviour or appearance which may indicate a child may be being abused or neglected. If they have any reason to suspect that a child in the setting is being abused, or is likely to be abused, they have a 'duty of care' (under section 40 of the childcare act 2006) to take action on behalf of the child by following the setting's Child Protection Policy.

Policy and procedure relating to a terrorist attack or national emergency

In light of the recent terrorist attacks, we now feel it is necessary to have a procedure in place on what to do in the event of a terrorist attack or a national disaster.

The care and security we provide to each child is paramount. As an Ofsted Registered Nursery, we will do everything within our powers to protect, comfort and support every child in the event of a major incident, National Emergency or Terrorist Attack.

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

We ask parents to please not attempt to come to the setting, unless asked to collect your child, as this may put you and your child at greater risk. As much as possible, we will keep you informed of the actions we are taking.

If a parent is caught up in an incident, we will continue to look after the child until they are able to be collected by a person nominated to collect them. We will try our best to keep in contact by landline, mobile or email. We understand that during major incidents the mobile phone networks are often not available and even landlines can be cancelled to free up communication systems for the emergency services. We will however attempt to contact you on a regular basis and ask that you try to do the same. We will keep up to date on the situation using any media source available to us. We will endeavour to protect your child from information or images that may alarm or distress them.

In the event of an extreme incident, such as a terrorist attack, close to the setting, we will take every step to ensure the safety of staff and the children in our care.

- All the children and staff to stay within the nursery, spread throughout all the rooms.
- All doors will be closed and children will be encouraged to lay low and hide where possible without causing distress.

- A member of management will call the police for further advice, which should be followed. It will be explained that the call is from a nursery and informing how many children and adults are present.
- In case of any doubt, there should be no movement and all adults will wait for the police to arrive to contain and manage the situation.

In the event of an armed or dangerous intruder entering the building

- A member of management to call the police immediately explaining that the call is from a nursery and informing how many children and adults are present.
- A member of management will assess if there is a safe route out without exposing the children and adults greater danger. If the location of the intruder is known, and there is safe passage available out of the building, the children should be lead, in SILENCE, out of the building away from the intruder remaining aware that there could be more than one intruder in the building.
- It is important that not everyone leaves together; groups of 8 children will be taken at a time.
- All belongings will be left behind.
- The assembly point would be away from the building taking advice from the police, if possible, when outside the building.
- If there is no safe exit route - children and staff to stay in the nursery, spread out throughout all rooms.
- All doors will be closed and the children will be encouraged children to lie under the tables or to hide where they can, away from doors.
- Doors will be locked and attempt will be made to barricade everyone in.
- Children would be asked to use the play potties with the contents disposed of in a messy play tray rather than exit to the toilets.
- An emergency evacuation bag would contain vital food and fresh drinking water is available from within the nursery.
- In case of any doubt, there should be no movement and wait for the police to arrive to contain and manage the situation.

In the event of being caught up in an armed or dangerous situation when on an outside adventure we would follow instructions from the emergency services and constantly reassure the children in our care.

Complaints policy

The key to the success of KTB Kids is about ensuring that the children, parents and guardians are at the heart of what the company does. KTB Kids strive to offer the highest standards of care without exception, unfortunately however, mistakes can inevitably occur. By being informed when a parent, guardian or child is unhappy, KTB Kids have an opportunity to put things right and improve the service offered in future. Feedback at KTB Kids is taken seriously and all matters brought to our attention will be investigated fully. KTB Kids are keen to involve parents and guardians in the development of services and the monitoring of children's development. This is implemented through a number of initiatives, including the open door policy, comments and suggestion box and submission of feedback questionnaires. Parent and guardian feedback is used to improve services in day-to-day practice to ensure an increased level of quality and suitability.

If a parent or guardian wishes to make a formal complaint, then there are a number of options available in which to do this:

1. A telephone call can be made to the nursery owner or manager on 01322 277 200. It is important to provide contact details, including your telephone number, when you raise your complaint.
2. An email can be sent to the nursery owner or manager via the following email address katie@pilatesandtherapy.co.uk or nurserymanager@pilatesandtherapy.co.uk

KTB Kids will do everything it possibly can to resolve your complaint as soon as a complaint is received. Upon receipt of a complaint, KTB will send an acknowledgment letter or email within 48 hours to confirm receipt. The management team will then conduct a full investigation with the nursery team which can take up to 7 days. A formal response will be put together and sent to the source of the complaint within 10 days. If we need more time to investigate your complaint, we will contact you to keep you updated on our progress throughout the investigation.

Data protection and consent

If a complaint is being made on behalf of another person KTB Kids are obliged to contact that person in order to obtain their written consent for the company to correspond with you, and release personal information about them to you. This is in compliance with the provisions of The Data Protection Act, 1998. Exceptions to this are as follows:

- The person is under 16 years of age, and you have parental/guardian responsibility for them.
- The person is over 16 years of age, and you hold Power of Attorney etc. for them. (Please note that evidence of this will need to be provided).
- The person is deceased and you are a blood relative.

Whistleblowing policy

KTB Kids day nursery is committed to the highest possible standards of openness, probity and accountability. In line with this commitment, we encourage employees and others with genuine concerns about any person linked with the setting and/or others (e.g. parents/ carers) to come forward and voice those concerns. This policy document makes it clear that employees, parents/ carers and others can do so without fear of reprisals. The Whistleblowing Policy is intended to encourage and enable employees and others to raise such concerns within KTB Kids rather than overlooking the problem. The procedure allows employees, parents/ carers and outside agencies to raise concerns about the management/ staff of KTB Kids day nursery.

There are existing procedures in place to enable parent / carers to raise concerns or complaints, this Whistleblowing policy is intended to cover genuine concerns that fall outside the scope of other procedures. That concern may be about something that:

- Is against the policies and procedures of KTB Kids;
- Falls below established standards of practice;
- Amounts to improper conduct;
- Is a Health and Safety risk, including risks to the public as well as children, other colleagues, parent / carers and others;
- Contradicts KTB Kids Code of Conduct.
- Contributes to a safeguarding risk involving children in the care of KTB Kids

CONFIDENTIALITY

KTB Kids will do its best to protect an individual's identity when a concern is raised. However, it must be appreciated that, in the interests of natural justice, any investigation process may reveal the source of the information and a statement by you may be required as part of the evidence.

ANONYMOUS ALLEGATIONS

You are strongly encouraged to put your name to any allegation. Concerns expressed anonymously are much less powerful. Anonymous allegations will be considered and any action taken at the discretion of KTB Kids and in conjunction with the relevant agencies where appropriate. In exercising this discretion, the following factors will be taken into account when considering how to deal with any allegations:

- The seriousness of the issues raised;
- The credibility of the allegation;
- The likelihood of confirming the allegation from attributable sources.

HOW TO RAISE A CONCERN

As a first step, you should normally raise concerns with the nursery manager or the nursery owner. If you suspect they may be related to the issue you should contact relevant childcare officer attached to the setting. You can also contact the Social Services Referrals Department for advice and assistance. Contact details are available at the end of this policy.

Concerns are better raised in writing. You are advised to set out background and history of your concerns, giving names, dates and places, where possible, and the reason why you are particularly concerned about the situation. The earlier you express your concern, the easier it is for KTB Kids management, Social Services or the relevant Childcare Officer attached to the setting to take action. Although you are not expected to prove the truth of an allegation, you will need to demonstrate to the person contacted that there are sufficient grounds for initial enquiries to be made.

The action taken by KTB Kids will depend on the nature of the concern. The matters raised may:

- Be investigated internally;
- Be referred to the Police;

Allegations referred directly to the Childcare Officer or Social Services will be dealt with in accordance with their policies and procedures.

Any person who is the subject of an allegation should, at the appropriate times be given details of the allegation in order to respond.

In order to protect individuals, initial enquiries will be made to decide whether an investigation is appropriate and, if so, what form it should take. Concerns or allegations that fall within the scope of specific procedures (e.g. Safeguarding or discrimination issues) will normally be referred for consideration under those procedures.

Some concerns may be resolved by agreed action without the need for an investigation. The following process will be followed in the event of complaints:

- KTB Kids will ensure that a letter is sent to confirm the receipt of the complaint.
- The complaint will then be fully investigated and within 5 days of when the complaint was first received. KTB Kids will endeavour to investigate all complaints in a non-discriminatory manner. A letter will be sent detailing how KTB Kids has dealt with the complaint.

HOW THE MATTER CAN BE TAKEN FURTHER

If the complaint has not been dealt with in a manner which is satisfactory to the employee, parent/ carer or others involved, then they can contact OFSTED directly at the following address. By registering a formal complaint with OFSTED an officer in most cases will be sent to the nursery to carry out a further investigation. If applicable, a report would then be sent with action points.

Early Years OFSTED

Royal Exchange Building

St Ann's Square

Manchester M2 7LA

TEL: 0300 123 1231

Web: www.ofsted.gov.uk

The childcare officer for North Kent can be contacted at Worrall House, 30 Kings Hill Avenue, West Malling Kent ME19 4AE 03000 41 24 45 / 07971 531800



Monitoring and Review

All setting personnel and visiting staff including parents will have access to a copy of this policy.

This policy has been updated in June 2020 to reflect the new guidance and legislation issued in relation to safeguarding children and promoting their welfare.

The policy forms part of our KTB Kids development plan and will be reviewed annually.

All staff and parents should have access to this policy.