



01. Health and Safety Policy 2025-2026

Alongside the associated procedures 01.01 to 01.19 this policy was adopted on 15/11/22 and was reviewed and updated on 30/10/23, 21/11/24 & 9/10/25.

Latest updates shown in red.

Next review date October 2026.

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01 Health and safety policy

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Designated Health & Safety Officer for St. James' Church	Peter Ivermee (Church sub-warden)		peter.ivermee@stjamesrowledge.org.uk
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Aim

Our provision is a suitable, clean and safe place for children to be cared for, where they can grow and learn. We meet all statutory requirements for health and safety and fulfil the criteria for meeting the Early Years Foundation Stage Safeguarding and Welfare Requirements.

Objectives

We recognise that we have a ‘corporate responsibility’ and ‘duty of care’ towards those who work in and receive a service from our provision. Individual staff and service users also have responsibility for ensuring their own safety as well as that of others. Adherence to policies and procedures and risk assessment is the key means through which this is achieved.

- Insurance is in place (including public liability) and an up-to-date certificate is always displayed in the foyer.
- Risk assessment is carried out to ensure the safety of children, staff, parents, and visitors. Legislation requires all those individuals in the given workplace to be responsible for the health and safety of premises, equipment and working practices.
- Risk assessments are monitored and reviewed by those responsible for health and safety.
- Smoking is not allowed on the premises, both indoors and outdoors. If children use any public space that has been used for smoking, members of staff ensure that there is adequate ventilation to clear the atmosphere. Staff do not smoke in their work clothes and are requested not to smoke within at least one hour of working with children. The use of electronic cigarettes is not allowed on the premises.
- Staff must not be under the influence of alcohol or any other substance which may affect their ability to care for children. If staff are taking medication that they believe may impair them, they **must** seek further medical advice and only work directly with children if that advice is that

the medication is unlikely to impair their ability to look after children. The setting manager must be informed.

- Alcohol must not be bought onto the premises for consumption before or during the nursery working hours.
- Little Fishes believes that the health and safety of children and their parents, visitors and staff is of paramount importance.

01.01 Risk Assessment

General

Risk assessments are carried out to ensure the safety of all. Legislation requires all individuals in the workplace to be responsible for the health and safety of premises, equipment and working practices.

- *01.01a Generic risk assessment form* is completed for each area of work, and the areas of the building that are identified in these procedures.
- *01.01b Access audit* has been completed to ensure inclusion and the health and safety of all visitors, staff, and children.
- *01.01c A prioritised place risk assessment* will be completed for offering prioritised places during a national pandemic (such as Covid-19). A separate form is completed for each child who is prioritised because they are vulnerable, or meet any other criteria stipulated by the Government at the time. Risk assessment is also completed for each individual group/room as appropriate. If the risk assessment indicates a high risk if the place is offered, that cannot be minimised, the offer of the place may be withdrawn at the discretion of the setting manager.

Risk assessment means: *Taking note of aspects of the workplace and activities that could cause harm, either to yourself or to others, and deciding what needs to be done to prevent that harm, making sure this is adhered to and is updated when necessary.*

The law does not require that all risk be eliminated, but that 'reasonable precaution' is taken. This is particularly important when balancing the need for children to be able to take appropriate risks through physically challenging play. Children need the opportunity to work out what is not safe and what they should do when faced with a risk.

Our risk assessment process follows the following steps:

1. Identification of risk: Hazard and location and who is at risk
2. Assessment of the level of risk: Extreme, high, medium, low, insignificant
3. Control measures to reduce/eliminate/mitigate risk
4. Assessment of level of risk after control measure
5. Monitoring and review

Daily safety sweeps and checks indoors and outdoors

01.01d Daily safety sweep checklist are conducted when setting up for the day, prior to children arriving or closing in the evening. The safety sweep includes areas that have already been identified on the Health and Safety risk assessments. Sometimes a safety sweep will identify a risk that requires a formal risk assessment on a form. This must be reported to the Designated Health and Safety Officer

Health and safety risk assessments and responsibilities

Health and safety risk assessments inform procedures. Staff and sometimes parents should be involved in reviewing risk assessments and procedures, as they are the ones with first-hand knowledge as to whether the control measures are effective and they can give an informed view to help update procedures accordingly.

The setting manager and designated Health and Safety Lead undertake training and ensure staff have adequate training in health and safety matters. St. James' Church administration ensures that checks/work to premises are carried out and records are kept.

- Gas safety by a Gas Safe registered gas/heating engineer.
- Electricity safety by a qualified electrician.
- Fire precautions to check that all fire-fighting equipment and alarms are in working order.
- A deep clean is carried out in the kitchen/church centre half-termly.

We display the necessary health and safety poster in the kitchen, St James' Church Centre.

The setting manager ensures that staff members carry out risk assessments that include relevant aspects of safety, hygiene and security in each of the following areas of the premises:

- Entrance and exits.
- Indoor and outdoor areas, including corridor.
- Kitchen.
- Staff room/office.
- Toilets

The setting manager ensures staff members carry out risk assessment for off-site activities, such as children's outings (including use of public transport), including:

- forest visits
- home visits
- other outings
- other duties off-site such as attending meetings, banking etc

The setting manager ensures staff members carry out risk assessment for work practice including:

- the intimate care of young children, including changing nappies, assisting in toileting, and changing.
- arrivals and departures
- children with allergies and special dietary needs or preferences
- serving food during snack time or lunchtime.
- cooking activities with children
- the administering of any medicines or medical procedures, children have an individual risk assessment completed
- supervising outdoor play and indoor/outdoor climbing equipment
- assessment, use and storage of equipment for disabled children
- visitors to the setting who are bringing equipment or animals as part of children's learning experiences, for example 'fire engines'
- following any incidents involving threats against staff or volunteers
- following any accident or incident involving staff or children

Staff and volunteer briefing includes an explanation of health and safety issues. Staff induction training includes Health and Safety training course and discussion of policy so that all adults understand and are able to adhere to the policy and procedures and understand their shared responsibility for health and safety.

The policy is reviewed annually with staff and regularly discussed at staff meetings. Children are made aware of health and safety issues through regular discussions, planned activities and routines.

The setting manager liaises with Crime Prevention Officers as appropriate to ensure security arrangements for premises and personnel are appropriate.

01.02 Health and safety procedures in rooms and corridors

General safety

- Significant changes to the buildings such as structural alterations or extensions are reported to Ofsted. A risk assessment is done to ensure the security of the building during building and remedial or building work.
- The office, kitchen, boiler cupboard and cleaning cupboard all have locks placed in a high position, out of children's reach.
- Chairs are stacked safely and not too high (no more than 6).
- There are no trailing wires.
- Windows may be opened to ensure flow of air (when children are not present).
- Floors are properly dried after mopping up spills.
- Children do not have unsupervised access to corridors, and are always within sight or hearing of staff.
- Floor covering on corridors and rooms are checked for signs of wear and tear.
- Staff hold the hand of toddlers and children who require assistance.
- Materials and equipment are not generally stored in corridors, but where this is the case, it does not block clear access or the way out.
- Socket safety inserts are not used as there is no safety reason to do so, modern plug sockets are designed to remove risk of electrocution if something is poked into them. Socket covers (that cover the whole socket and switch) may be used, please note these are different to socket inserts.
- Any blinds fitted with cords are always secured by cleats. There are no dangling cords.
- Doors are fitted with hinge guards to prevent fingers being trapped.
- Named staff take responsibility for daily cleaning and a half-termly deep cleaning schedule is followed by external contractors.

Play equipment and children's resources

- Equipment and resources are regularly checked to ensure they are safe for the age and stage of the current children.
- The layout of the room allows for safe and free movement between activities.
- All equipment is regularly checked for cleanliness and safety and if dangerous either repaired or disposed of.
- All materials, including paint and glue are non-toxic.

01.03 Health and Safety procedures in the kitchen

General safety

Safety and hygiene in the kitchen are covered in the *01.01d daily safety sweep checklist*. *Kitchen cleaning schedule 01.03a* provides details of what and how often equipment needs to be cleaned.

- Doors to the kitchen are kept always closed, when nursery is in session.
- The kitchen is not used to cook meals during the usual operating times of the nursery.
- Children do not have access to the kitchen.
- Staff do not normally take breaks in the kitchen unless there is no alternative, in which case, breaks are not taken in the kitchen when food is being prepared.
- Wet spills are cleared or mopped immediately.
- A clearly marked and appropriately stocked First Aid box is kept in the kitchen.

Cleanliness and hygiene

Regular staff hold a Food Safety and Hygiene Level 2 certificate and follow the recommended cleaning schedules in Safer Food Better Business (SFBB-see further guidance).

- Floors are washed regularly.
- All work surfaces are washed regularly with anti-bacterial agent.
- Inside of cupboards are cleaned regularly, as required.
- Cupboard doors and handles are cleaned regularly.
- Staff wear a clean cotton apron, used only for food prep and serving and which is laundered daily.
- Fridge and door is wiped down regularly
- Ovens/cooker tops are wiped down after use.
- Washing up done by dishwasher. If done by hand is carried out in double sinks, with a specific sink allocated for food preparation and washing up.
- Where possible all crockery and cutlery are air dried.
- Plates and cups are only put away when fully dry.
- Tea towels, if used, are used once and laundered daily.
- Any cleaning cloths used for surfaces are replaced daily.
- There is a mop, bucket, broom, dustpan, and brush set aside for kitchen use only.
- Any repairs needed are recorded and reported to the manager.
- Additionally, staff preparing food follow the specific procedures and processes detailed in the Food Safety and Nutrition policy.
- Cleaning equipment is kept in cupboard under sink
- Keep paperwork to Left of hatch/food and items related to Right

The following is followed for guidance: Safer Food Better Business: Food safety management procedures and food hygiene regulations for small business: www.food.gov.uk/business-guidance/safer-food-better-business

01.04 Children's changing areas

Safety and hygiene in the changing areas are covered in the *01.01d daily safety sweep checklist*. Safety and hygiene working practises in the changing areas are also covered in 09. Childcare Practice Policy (*09.09 Procedure for nappy changing/intimate care*).

- We currently have a waist high nappy changing unit that young toddlers (below weight restriction) need to be lifted unto if they have a soiled nappy. Only staff that are physically able to change nappies. Older toddlers, above 16kg, can be changed using the changing mat at floor level.
- Changing station is cleaned and disinfected with antibacterial wipes after use. Single use paper liners are used underneath the child.
- The wipes and other cleaning agents are kept in a high cupboard, out of children's reach.
- Disposable nappies/trainers are bagged and placed inside the bin in the nappy changing toilet. **The bin is lined with a plastic bag** and is emptied twice daily.
- Wet or soiled cloth nappies or clothing is put in a plastic bag, tied to the outside of the child's daily bag, for parents to collect.
- Staff use single use gloves and aprons to change children and wash hands when leaving changing areas. Please note that gloves are not always required for a wet nappy if there is no risk of infection, however, gloves are always available for those staff who choose to wear them for a wet nappy. Gloves are always worn for a 'soiled' nappy.
- Staff never turn their backs on or leave a child unattended whilst on a changing station.
- Natural or mechanical ventilation is used; chemical air fresheners are not used.
- All other surfaces are disinfected daily.
- Only regular staff change nappies.
- A changing floor mat is available for heavier children.

01.05 Children's toilets and wash basins

Safety and hygiene in the toilet areas are covered in the *01.01d daily safety sweep checklist*. Safety and hygiene working practises in the toilet areas are also covered in 09. Childcare Practice Policy (*09.09 Procedure for nappy changing/intimate care*).

Toilet Cleaning Schedule 01.05a provides details of what and when equipment needs cleaning.

- In addition to the following routine cleaning, staff accompany children to the toilet and would deal with any spillages or soiling as required.
- Children's toilets are cleaned daily using disinfectant wipes for the seat and lid and whenever visibly soiled.
- In an outbreak of an illness, risk assessment may necessitate more frequent cleaning.
- Cleaning agent is used for the bowls (inside and out; daily or whenever visibly soiled).
- Potties are disinfected with Dettol wipes after use.
- Toilet flush handles are disinfected daily.
- There is a toilet brush available for children's toilets. These are replaced as necessary.
- Cubicle handles are wiped daily.
- Children's hand basins are cleaned daily and whenever visibly soiled, inside, and out using disinfectant cleaning wipes.
- Mirrors and tiled splash backs are wiped if visibly dirty.
- Paper towels are provided.
- Bins are provided for disposal of paper towels and are emptied daily.
- All bins are lined with plastic bags. The nappy bin is emptied twice daily.
- Staff who clean toilets wear disposable gloves.

- Staff changing children wear gloves and aprons as appropriate.
- Floors in children's toilets are washed daily and any visible soiling is disinfected immediately
- Spills of body fluids are cleared and mopped using disinfectant.
- Mops are rinsed and wrung after use.
- Mops used to clean toilets or body fluids from other areas are designated for that purpose only and kept separate from mops used for other areas. Mops are kept in a locked cleaning cupboard.
- Cleaning equipment is kept in cupboard next to the Ladies toilet. Don't forget to bolt the cupboard when finished.

01.06 Short trips, larger outings and excursions

Planning and preparation (all trips)

- Outings have a purpose with specific learning and development outcomes.
- The excursion does not go ahead if concerns are raised about its viability at any point.
- Parents/carers are informed of an outing and staff check that consent forms on children's registration were signed.
- A minimum of three staff accompany children on outings. There is a ratio of 1:2 for two year olds and a minimum ratio of 1:4 for three/four year olds. We always ensure we operate in these ratios (excluding regular forest trips, see details below). **Staff wear high-vis jackets.**
- Children are specifically allocated to each member of staff/volunteer; they are responsible for supervising their designated children for the duration of the excursion. (excluding regular forest trips, see details below)
- Parents on outings are responsible for their own children only. They do not have unsupervised access to other children.
- Parents who have undergone vetting as volunteers may be included in the ratio.
- The designated lead for the outing does not have responsibility for individual children.
- A mobile phone belonging to the setting, and small first aid kit is taken out.
- Staff make sure they have water, plastic cups, spare nappies/change of clothes and wet wipes for the children going out appropriate to the length of time they are out for.
- Sun cream is applied as needed and children are clothed appropriately
- Staff have emergency contacts, medication and equipment needed for children.

Risk assessment

- Risk assessment is completed prior to the outing and signed off by the setting manager and all staff taking part. Existing risk assessments are reviewed/amended as required.
- Children with specific needs have a separate risk assessment if necessary.

Record of outings and visits

- A record of every outing is kept in the register or digital file. *01.06a Record of outings and visits*
- Details included are; date, times, venue, transport arrangements, names of staff and end times.

Outing venue (larger outings)

- There is an identified lead person for the outing.
- The outing has an educational purpose and has been agreed with the setting manager.
- Parents are required to complete an attendance and consent form via Microsoft Forms before any major outing.
- Venues are 'risk assessed' and an initial pre-visit is made to look at the health and safety aspects. If pre-visits cannot be made, risk assessment is achieved by calling the venue and asking for their risk assessment.
- Risk assessments completed/updated and shared with every staff, student/volunteer accompanying the children.
- Staff understand the potential risks when they are out with children and takes all reasonable measures to remove/minimise risks.
- Bouncy castles and similar attractions are not accessed by children on an excursion.
- The designated lead practitioner is the last to leave the venue, or transport being used.
- The designated lead conducts a 'safety sweep' before during and after the outing.
- Children without parents (in staff direct supervision) wear a high viz jacket, and an armband with their name, setting name and number written on.

Transport

- Transport is not provided for children by Little Fishes.
- Children not being accompanied by a parent need to be handed to a named staff member at a designated time.

Forest Trips (regular)

- A separate risk assessment is conducted for weekly Forest Trips.
- The sessions are always staffed by qualified staff in the ratios laid out by the EYFS framework and a minimum of 3 staff supervise the activity.
- Children wear a high viz jacket.
- A record of trip is kept on *01.06a Record of outings*

Farm and zoo visits

Staff are aware of the risks posed by infections such as E.coli being contracted from animals. They are also aware of toxic substances used on farms that could be hazardous to health. Staff are vigilant of the natural dangers presented by a farm or zoo visit and conduct a risk assessment prior to the visit.

- The venue is contacted in advance of the visit to ensure no recent outbreaks of E.coli or other infections. If there has been an outbreak the visit will be reviewed and may be postponed.
- Hands are washed and dried thoroughly after touching an animal.
- Nothing is consumed whilst going round the farm. Food is eaten away from animals, after thoroughly washing hands.
- Children are prevented from putting their faces against animals or hands in their own mouths.
- If animal droppings are touched, hands are washed and dried immediately.
- Hands washed thoroughly as soon as possible on departure.
- Staff or volunteers who are or may be pregnant, should avoid contact with all animals and may want to consult their own GP before the visit.

- Farmers have a responsibility to ensure that hand washing and drying facilities are available and are suitably located, that picnic areas are separate and clean, and that all other health and safety laws are fully observed.

For further guidance, refer to the insurance provider, Royal & Sun Alliance Insurance Ltd (RSA) by Pre-school Learning Alliance (PLA). A digital copy is available for staff reference if required.

01.07 Outdoors

General

Safety and hygiene outdoors are covered in *the 01.01d daily safety sweep checklist*.

- All gates and fences are childproof, safe, and secure.
- Areas are checked daily to make sure animal droppings, litter, glass etc. is removed. Staff wear rubber gloves, **if required**, to do this.
- Bushes or overhanging trees are checked to ensure they do not bear poisonous berries.
- Stinging nettles and brambles are removed.
- Wooden equipment is maintained safely, put away daily and not used if broken.
- Wooden equipment is sanded and varnished as required.
- Broken climbing equipment or outdoor toys are removed and reported to the setting manager.
- Children are always supervised within ratios outside. There is always a minimum of two staff supervising outside when the whole outside area and climbing equipment is in use.
- Children are suitably attired for the weather conditions and type of outdoor activities.
- Sun cream (if parents have given permission) is applied and hats are worn during the summer months. Outdoor play, in direct sunshine, is avoided in extreme heat between noon and 3pm.
- Children who have no adequate means of sun protection, such as sun cream, a hat or long sleeves and trousers, will not be able to play outdoors in un-shaded areas.
- Children are supervised on climbing equipment, especially younger children.
- Water play is not left out but is cleared, cleaned and stored after each use.
- Receptacles are left upturned to prevent collection of rainwater, this is important in areas where there are vermin to prevent urine/faeces contaminating the water. Any standing water is emptied from equipment as this could be a drowning hazard.
- Sightings of vermin are recorded and reported to the manager who reports to the Environmental Health's Pest Control Department.
- The use of paddling pools and water is risk assessed and the needs of children who are disabled considered.

Drones

If there are concerns about a 'drone' being flown over the outdoor area, that may compromise children's safety or privacy, the setting manager will contact the police on 101.

- Children will be brought inside immediately.
- Parents will be informed that a Drone has been spotted flying over the outdoor area and will be advised fully of the actions taken by the setting.
- The police will have their own procedures to follow and will act accordingly.
- If at any point following the incident, photographs taken by a drone emerge on social media that could identify the nursery or individual children, these are reported to the police.
- A record is completed in the Notifiable Incident Record unless there is reason to believe that the incident might have safeguarding implications, for example:
 - the drone has hovered specifically over the outdoor area for any length of time
 - there is a likelihood that images of the children have been recorded
 - is spotted on more than one occasion
 - if the Police believe there is cause for concern

Where this is the case, **procedures outlined in 06: Safeguarding children, young people and vulnerable adults policy** are followed.

01.08 Maintenance and repairs

Any faulty equipment or building fault is reported to the setting manager and recorded in the repairs and maintenance book, including:

- date fault noted
- item or area faulty
- nature of the fault and priority
- who the fault reported to for action (manager usually reports to churchwardens)
- action taken and when
- if no action taken by the agreed date, when and by whom the omission is followed up
- date action completed

Any area that is unsafe because repair is needed, such as a broken window, should be made safe and separated off from general use.

- Any broken or unsafe item is taken out of use and labelled 'out of use'.
- Any specialist equipment (e.g. corner seat for a disabled child) which is broken or unsafe should be returned to the manufacturer or relevant professional.
- Any item that is beyond repair is condemned. Condemning items is done in agreement with the setting manager. Condemned items are then disposed of appropriately and not stored indefinitely on site.
- Where maintenance and repairs involve a change of access to the building whilst repairs are taking place, then a risk assessment is conducted to ensure the safety and security of the building is maintained.

01.09 Staff personal safety

General

- Members of staff who are in the building early in the morning or late in the evening, ensure that doors and windows are locked.
- Where possible, the last two members of staff in the building leave together after dark and arrange to arrive together in the morning.
- Visitors are allowed access only with prior appointments and once identifications are verified. Known visitors are recorded in the register with arrival and departure times. All unknown visitors sign in using visitors book.
- Staff are provided with a secure area to store personal belongings, including phones and any medication they may be taking. This is currently the large cupboard in the office.
- When taking cash to the bank, members of staff are aware of personal safety. The setting manager agrees procedure appropriate to the setting, staff, and location.
- Staff make a note in the shared diary of meetings they are attending and when they are expected back.
- The setting manager liaises with local police for advice on any issues or concerns.

Home visits

Home visits may be done at the setting manager's discretion, in exceptional circumstances under the following health and safety considerations:

- **If required**, staff would normally do home visits in pairs, usually manager or deputy and key person.

- Each home visit would be recorded in the diary with the name and address of the family being visited, prior to the visit taking place.
- Staff would alert a contact person in the setting when they are leaving to do the home visit and what time they are expected to return
- If there is reason for staff to feel concerned about entering premises on a visit, they do not do so, for example, if a parent **or carer** appears drunk or under the influence of drugs.
- Members of staff carry **a work issued** mobile phone when going out on a home visit.
- If staff do not return from the home visit at the expected time the contact person attempts to phone them and continues to do so until they make contact
- If no contact is made after a reasonable amount of time has passed, the contact person rings the police.

Dealing with agitated parents/carers**/visitors in the setting**

- If a parent, **carer** or visitor appears to be angry, mentally agitated, or possibly hostile, two members of staff will lead them away from the children to an area less open but will not shut the door behind them.
- If the person is standing, staff will remain standing.
- Staff will try to empathise, for example: 'I can see that you are feeling angry at this time'.
- Staff offer to discuss the issue of concern and show they recognise the concern.
- Staff will ensure that the language they use can be easily understood
- Staff will make it clear that they want to hear issues and seek solutions.
- If the person makes threats and continues to be angry, members of staff make it clear that they will be unable to discuss the issue until the person stops shouting or being abusive, avoiding expressions like 'calm down' or 'be reasonable'.
- If threats continue, members of staff will explain that the police will be called and emphasise the inappropriateness of such behaviour in front of the children.
- Procedure 01.10 Threats and abuse towards staff and volunteers is implemented where staff feel threatened or intimidated.
- After the event, it is recorded together with any decisions made with the parents to rectify the situation.
- Any situation involving threats to members of staff are reported to the setting manager, following procedure in the policy: Threats and abuse towards staff and volunteers.

Copies of correspondence regarding the incident will be kept in the relevant child's file.

01.10 Threats and abuse towards staff and volunteers

Little Fishes is responsible for protecting the health and safety of all staff and volunteers in its services and has a duty of care in relation to their physical and emotional well-being. We believe that violence, threatening behaviour and abuse against staff are unacceptable and will not be tolerated. Where such behaviour occurs, we will take all reasonable and appropriate action in support of our staff and volunteers.

- Staff and volunteers have a right to expect that their workplace is a safe environment, and that prompt and appropriate action will be taken on their behalf if they are subjected to abuse, threats, violence or harassment by parents, service users and other adults as they carry out their duties.
- The most common example of unreasonable behaviour is abusive or intimidating and aggressive language. If this occurs, the ultimate sanction, where informal action is not considered to be appropriate or has proved to be ineffective, is the withdrawal of permission to be on the premises.
- Where a person recklessly or intentionally applies unlawful force on another or puts another in fear of an immediate attack, it is an offence in law which constitutes an assault. We would normally expect the police to be contacted immediately.

There are three categories of assault, based on the severity of the injury to the victim.

1. Common Assault - involving the threat of immediate violence or causing minor injury (such as a graze, reddening of the skin or minor bruise).
2. Actual Bodily Harm - causing an injury which interferes with the health or comfort of the victim (such as multiple bruising, broken tooth or temporary sensory loss).
3. Grievous Bodily Harm - causing serious injury (such as a broken bone or an injury requiring lengthy treatment).

There is also an aggravated form of assault based upon the victim's race, religion, disability or sexual orientation and other protected characteristics as defined in the Equality Act 2010 which carries higher maximum penalties.

It is important to note that no physical attack or injury needs to have occurred for a common assault to have taken place. It is sufficient for a person to have been threatened with immediate violence and put in fear of a physical attack for an offence to have been committed.

Any staff member or volunteer who feels under threat or has been threatened, assaulted, or intimidated in the course of their work must report this immediately to their line manager who will follow the setting manager's procedures and guidance for responding.

999 should always be used when the immediate attendance of a police officer is required. The police support the use of 999 in all cases where:

- there is danger to life
- there is a likelihood of violence
- an assault is, or is believed to be, in progress
- the offender is on the premises
- the offence has just occurred, and an early arrest is likely

If it is not possible to speak when making a 999 call because it alerts an offender, cough quietly or make a noise on the line, then follow the prompts to dial 55 (mobiles only) for a silent call. Police may be able to trace the call and attend the premises.

Harassment and intimidation-including sexual harassment

Staff may find themselves subject to a pattern of persistent unreasonable behaviour from individual parents / **carers** or service users. This behaviour may not be abusive or overtly aggressive but could be perceived as intimidating and oppressive. In these circumstances staff may face a barrage of constant demands or criticisms on an almost daily basis, in a variety of formats for instance, email or telephone. They may not be particularly taxing or serious when viewed in isolation but can have a cumulative effect over a period of undermining their confidence, well-being, and health. In extreme cases, the behaviour of the parent or other service user may constitute an offence under the Protection from Harassment Act 1997, whereby:

A person must not pursue a course of conduct:

- (a) which amounts to harassment of another, and*
- (b) which he knows or ought to know amounts to harassment of the other.*

If so, the police have powers to act against the offender. Such situations are rare but, when they do arise, they can have a damaging effect on staff and be very difficult to resolve. If the actions of a parent appear to be heading in this direction, staff should speak to their manager who will take appropriate action to support. This may include the manager sending a letter to the aggressor, warning them that their behaviour is unacceptable and may result in further action being taken against them. All incidents must be recorded and reported to the setting's line manager.

Banning parents/ **carers and other visitors from the premises**

- Parents/ **carers** and some other visitors normally have implied permission to be on the premises at certain times and for certain purposes, and they will not therefore be trespassers unless the implied permission is withdrawn.
- If a parent/ **carer** or other person continues to behave unreasonably on the premises a letter will be sent to them from the trustees, withdrawing the implied permission for them to be there.
- Further breaches may lead to the police being called and further legal advice being sought.
- Full records are kept of each incident, in the Reportable Incident Record, including details of any person(s) who witnessed the behaviour of the trespasser(s)

Dealing with an incident

- We would normally expect all cases of assault, and all but the most minor of other incidents, to be regarded as serious matters which should be reported to the setting manager and/or the police and followed up with due care and attention.
- A record of the incident must be made whether the police are involved or not.
- Whilst acknowledging that service users i.e. parents and families, may themselves be under severe stress, it is never acceptable for them to behave aggressively towards staff and volunteers. Individual circumstances along with the nature of the threat are considered before further action is taken.
- All parties involved should consider the needs, views, feelings and wishes of the victim at every stage. We will ensure sympathetic and practical help, support and counselling is available to the victim both at the time of the incident and subsequently.
- A range of support can be obtained:
 - from the setting manager, trustees and/or a staff colleague
 - from Victim Support on giving evidence in court

- In non-urgent cases, where the incident is not thought to be an emergency, but police involvement is required, all staff and volunteers call 101.
- 999 calls receive an immediate response. Unless agreed at the time, non-emergency calls are normally attended within 8 hours (24 hours at the latest).
- When they attend the setting or service, the police will take written statements from the victim (including a 'Victim Personal Statement') and obtain evidence to investigate the offence in the most appropriate and effective manner.
- The police will also consider any views expressed by the setting manager and trustees as to the action they would like to see taken. The manager should speak to the victim and be aware of his or her views before confirming with the police how they wish them to proceed.
- In some cases, the victim may be asked by the police if he/she wishes to make a complaint or allegation against the alleged offender. It is important to ensure that the victim can discuss the matter with their line manager, a colleague or friend before deciding on their response. It is helpful for the victim to be assured that, if there is a need subsequently to give evidence in court, support can be provided if it is not already available from Victim Support.
- The decision regarding whether an individual is prosecuted is made by the police or Crown Prosecution Service (CPS) based on the evidence and with due regard to other factors.
- After the incident has been dealt with, a risk assessment is done to identify preventative measures that can be put in place to minimise or prevent the incident occurring again.

Harassment or intimidation of staff by parents/ carers/visitors

- Through open communication between staff and parents/carers a culture of respect and tolerance should always be promoted. Should this communication and relationship break down due to a parent or parents/carers behaviour towards the staff member the setting manager should contact their line manager for advice and support. Where the staff member feels threatened or intimidated the aggressive and unacceptable behaviour should be addressed.
- Where the parent's behaviour merits it, the setting manager, with another member of staff present, should inform the parent clearly but sensitively that staff feel unduly harassed or intimidated and are considering escalating the issue, making a complaint to the police if the behaviour does not desist or improve. The parent should be left in no doubt about the gravity of the situation and that this will be followed up with a letter drafted by the setting manager but sent to their line manager for approval before being issued.
- The letter to the parent/carers should outline the zero-policy approach for any form of harassment, intimidation or abuse directed at staff.
- Staff must keep a record of incidents, including dates, times, locations, and witnesses, to support future action and meet reporting procedures as outlined in policy 07 – Record keeping
- If the investigation concludes that the parent's expectations and demands are unreasonable, and that they are having a detrimental effect on staff, the findings can strengthen the setting manager's position in further discussions with the parent and subsequently, if necessary, with the police. See procedures above relating to banning parents/carers from the premises.
- If the investigation concludes that the parents/carers expectations and demands are reasonable and if the parent/carer feels unhappy with the staff member or the setting itself the setting manager and trustees might wish to consider advising the parent/carer to

make a formal complaint. Information about how to complain is clearly displayed for parents/carers and service users.

Complaints relating to potential breaches of the EYFS Safeguarding and Welfare requirements will be managed according to the Complaints procedure for parents and service users.

01.11 Entrances and approach to the building

- Staff ensure that members of the public cannot access areas used by children during nursery sessions.
- Entrances and approaches are kept tidy and uncluttered.
- All gates and external fences are secure, childproof and safe.
- The garden gates are locked and this is checked during the *01.01e safety sweep*.
- Front doors are always kept locked and shut during the session.
- The back door is kept locked when the room is not in session.
- The back gate is secured when the nursery is in session. This is checked in *01.01e safety sweep* and by the first member of staff into the garden area each session.
- Parents/children use the front entrance at regular arrival and collection times.
- When children arrive or leave, there is a member of staff on duty at the door to prevent children leaving unaccompanied and unauthorised people entering the premises.
- At late arrival, early or one off collection times parents use the back entrance and are met at the gate by a member of staff, who secures the gate again.
- All unknown visitors to the setting sign in and out of the building, using the front door, using the visitors book.
- The front entrance doors are glazed with good visibility.
- The identity of a person if not known to members of staff is checked before they enter the building or at the point they seek access to the area where children are being cared for.
- Visitors are made aware of emergency evac. procedures, arrangements for safeguarding and phone policy.
- Where building works or repairs mean that normal entrances/exits or approaches to the building are not in use, a risk assessment is conducted to maintain safety and security whilst the changes are in place.
- Building works or other changes to the premises which may affect the space available to children and the quality of childcare available to them, must be notified to Ofsted.

01.12 Control of Substances Hazardous to Health (COSHH)

- Staff implement the current guidelines of the Control of Substances Hazardous to Health (COSHH) Regulations.
- Personal protective equipment (PPE), such as rubber gloves, latex free/vinyl gloves, aprons etc., is available to all staff as needed and stocks are regularly replenished.
- Hazardous substances are stored safely away from the children, in locked cupboards or in kitchen.
- Chemicals used in the setting should be kept to the minimum to ensure health and hygiene is maintained.
- Risk assessment is done for all chemicals used in the setting.
- Environmental factors are considered when purchasing, using and disposing of chemicals.
- All members of staff are vigilant and use chemicals safely.
- Bleach is not used in the setting.
- Antibacterial foam is only used before children eat snack, during infection outbreak protocol.

- Anti-bacterial cleaning agents are restricted to toilets, nappy changing areas and food preparation areas and are not used when children are nearby.
- Lunch and snack tables are cleaned with a disinfectant spray.
- Members of staff are required to wear gloves when using cleaning chemicals.

01.13 Manual handling

- All staff comply with risk assessment and have a personal responsibility to ensure they do not lift objects likely to cause injury. Failure to do so may invalidate an insurance claim.
- Members of staff bring the setting manager's attention to any new risk, or situations where the control measures are not working.
- Risk assessments may need to be changed for some individuals, such as a pregnant woman, or staff with an existing or previous injury or impairment that may affect their capacity to lift or move items.
- Risk assessment is carried out of the environment in which the lifting is done. Features such as uneven floor surfaces, stairs, etc. add to the general risk and need to be taken into consideration.
- The setting manager ensures that they and their staff are trained to lift and move heavy objects and unstable loads correctly. This training is delivered and attendance recorded annually. Babies and young children are also heavy and need to be lifted and carried carefully and correctly.

Guidelines:

- Do not lift heavy objects alone. Seek help from a colleague.
- Bend from the knees rather than the back.
- Do not lift very heavy objects, even with others, that are beyond your strength.
- Use trolleys for heavy items that must be carried or moved on a regular basis, includes lunch tables and chairs.
- Items should not be lifted onto, or from, storage areas above head height.
- Do not stand on objects, other than proper height steps, to reach high objects and never try to over-reach.
- Push rather than pull heavy objects.
- **Do not hold young children by placing or resting them on your hips.**

Please note this is not an exhaustive list.

Managers are responsible for carrying out risk assessment for manual handling operations, which includes lifting/carrying children and lifting/carrying furniture or equipment.

01.14 Festival (and other) decorations

General

- Basic safety precautions apply equally to decorations put up for any festival as well as to general decorations in the setting. Children are informed of dangers and safe behaviour, relative to their level of understanding.

Decorations

- Only fire-retardant decorations and fire-retardant artificial Christmas trees are used.
- Paper decorations, other than mounted pictures, are not permitted in the public areas of the buildings, for example, lobbies, stairwells etc.

Electrical equipment

- Electrical equipment (a light, extension leads etc) are PAT tested annually
- If using tree lights, place the tree close to an electrical socket and avoid using extension leads. Always fully uncoil any wound extension lead to avoid overheating.
- Remember to unplug the lights at the end of the day.
- Electrical leads are arranged in such a way that they do not create a trip hazard.

Location

- Trees and decorations must never obstruct walkways or fire exits.
- Do not place decorations on or close to electrical equipment (e.g. computers); they are a fire hazard.
- Decorations must be clear of the ceiling fire detectors, and lights.

Children's areas

- Christmas trees are placed where children cannot pull them over.
- Glass decorations are not used.

01.15 Jewellery and hair accessories

- Children, staff members, volunteers and students do not attend the setting wearing jewellery or fashion accessories, including hair beads, that may pose a potential hazard to other children or themselves.
- Children may wear small, smooth stud earrings.
- Children, staff, and volunteers do not wear anything with sharp edges, or jewellery that could scratch children, or jewellery with small elements that could become detached and swallowed, pose a choking hazard.
- Parents/carers are requested not to send children wearing hair accessories that may pose a choking hazard to other children should they become detached, should be removed if members of staff consider this to be a possibility.

01.16 Animals and pets

Animals bought in by visitors

- The owner of the animal/creature maintains responsibility for it in the setting.
- The owner carries out a risk assessment detailing how the animal/creature is to be handled and how any safety or hygiene issues will be addressed.
- Staff will be aware of any allergies or issues individual children may have with any animals/creatures.
- Pets will only be allowed into the setting with prior consent and approval.
- No dogs on the Government's Banned Dogs list are to be brought on site at any time. All other dogs brought on site by parents/carers during arrival and departure times must be on a lead and under control. The manager reserves the right to request that a dog is not brought on site, if the animal is out of control, or likely to pose a risk.
- **If staff are concerned that a family owns a dog which is on the 'banned dog' list, it is treated as a safeguarding concern and it is reported to the relevant authority and safeguarding procedures are followed.**

01.17 Face painting

Children are face painted only if parents have given prior written consent. Verbal consent is fine at events where parents are present.

- A child who does not want to have their face painted will not be made to continue.
- Children under two years of age are generally not fully face painted, however a nose and whiskers (or similar) is fine. Having an arm or hand painted with a flower, star or butterfly is also an option for very young children who may not sit still.
- Children with open sores, rashes or other skin conditions are not painted.
- Glitter based face paints are not used on children under two years of age.
- Members of staff painting children's faces wash their hands before doing so, cover any cuts or abrasions and ensure they have the equipment they need close to hand.
- Only products with ingredients compliant with EU and FDA regulations are used.
- Clean water is used to wash brushes and sponges between children. Ideally a sponge is used once only before being machine washed on a hot cycle.
- Staff face painting at an event ensure they have a comfortable chair or shoes if standing, to reduce the risk of back or neck strain. Face painting is an activity that can cause repetitive stress injuries; therefore, regular breaks are taken at events such as fetes.

01.18 Notifiable incident, non-child protection

Staff respond swiftly, appropriately and effectively in the case of an incident within the setting. Notifiable incidents in this procedure are those not involving child protection. A 'notifiable' incident' could include:

- fire or suspected arson
- electric or Gas fault
- burst pipe, severe leak or flooding
- severe weather that has caused an incident or damage to property
- break-in with vandalism or theft
- staff, parent, **carer** or visitor mugged or assaulted on site or in vicinity on the way to or from the setting
- outbreak of a notifiable disease
- staff or parent threatened/assaulted on the premises by a parent or visitor
- accidents due to any other faults (that are reportable under RIDDOR)
- lost child
- serious or traumatic injury or death of a child, staff member or visitor
- any event or information that becomes known, that may have implications for the setting or the wider organisation in the future use

The manager and Designated Health and Safety Leads:

- has all emergency services numbers immediately to hand
- has a list of contacts for maintenance and repair
- ensure that members of staff know what to do in an emergency
- risk assess the situation and decides, with the trustees, if the premises are safe to receive children before any children are arrive or to offer a limited service

The manager (or deputy) will follow *01.18a Procedure for dealing with a critical incident process*.

Emergency evacuation

In most instances, children will not be evacuated from the premises unless there is an immediate risk or unless they are advised to do so by the emergency services.

- The manager (or deputy in managers absence) will take charge and follow the *01.18b Emergency Evacuation Process*.
 - There is an emergency evacuation procedure in place
 - The setting manager ensures that the emergency evacuation and lockdown procedures are included in staff training and induction.
 - Emergency evacuation procedures are practised regularly and are reviewed according to risk assessment (as above).
 - Staff evacuate children to a pre-designated area -alongside the fence at front of building, (as per the fire drill), unless advised by the emergency services that the designated area is not suitable at that time.
 - Once evacuated, nobody enters the premises, until the emergency services say so.
 - Members of staff will always act upon the advice of the emergency services.

Emergency Closure

The circumstances under which the setting may be closed due to an incident include:

- The trustees make the decision to close – thereby withdrawing the service.
- A third party makes the decision to close for example:
 - the emergency services
- A parent/carer makes the decision for their child not to attend.
 - If a parent / **carer** makes the decision for their child not to attend due to a critical incident, the child's fees are due as normal.
 - Further consideration of individual incidences must be done in consultation with the owners/trustees/directors.

We have a *01.18c Unable to open process* in place if we are unable to open or forced to close.

Recording and reporting

- On discovery of the notifiable incident, the member of staff reports to the appropriate manager or deputy, who calls emergency service, fire, police, ambulance, if those services are needed.
- The manager or deputy ensures that the trustees are informed.
- The setting manager informs Ofsted and East Hampshire SFYC, via their online reporting forms.
- The setting manager completes and sends an incident record to St. James' Church Health and Safety officer and the Vicar, who, according to the severity of the incident notifies Ofsted or RIDDOR.
- If the incident indicates that a crime may have been committed, all staff witness to the incident should make a written statement.
- Staff do not discuss the incident with the press.

RIDDOR (Reporting Injuries, Diseases and Dangerous Occurrences) reportable events include:

- Specified injuries at work, as detailed at www.hse.gov.uk/pubns/indg453.pdf
- Fatal accidents to staff, children and visitors (parents).
- Accidents resulting in the incapacitation of staff for more than seven days.
- Injuries to members of the public, including parents' and children, where they are taken to hospital.
- Dangerous 'specified' occurrences, where no-one is injured but they could have been (these are usually industrial incidents).

This may include:

- a member of staff injures back at work through lifting and is off for two weeks
- a parent slips on a wet floor near the water tray and is taken to hospital
- a child falls from a climbing frame and is taken to hospital
- the ceiling collapses
- an outbreak of Legionella

The setting manager informs the trustees and completes an accident and/or incident record; witness statements are taken as previously detailed.

- If the incident is RIDDOR reportable, the setting manager contacts St. James' Church Health and Safety officer (and the vicar) who reports the incident to HSE, either by contacting the HSE contact centre on 0345 300 9923 or reporting online at

www.hse.gov.uk/riddor/report.htm . RIDDOR reportable events require reporting to RIDDOR within 15 days of the event occurring.

The local authority investigates all reported injuries, diseases or dangerous occurrences. They will decide if there has been a breach in health and safety regulations and will decide what measures will be taken.

The trustees review how the situation was managed, as above, to ensure that investigations were rigorous and that policies and procedures were followed.

If an insurance claim is likely:

- incidents such as fire, theft or flood are notified to the insurance provider immediately
- the setting does not admit liability
- if broken or faulty equipment is involved, it must not be repaired, destroyed or disposed of, in case it is needed during the investigation
- if communication from a solicitor is received on behalf of the injured party, it is passed to the Vicar / St James' H and S Officer in the first instance who may decide to pass it to the insurer and/or acknowledge receipt
- the incident is not discussed with any outside persons, or other parents, no matter what questions they may ask about their own child's safety in relation to the incident, as it is regarded as confidential under the Data Protection Act.

01.19 Terrorist threat/attack and lock-down

Most procedures for handling an emergency are focussed on an event happening in the building. However, in some situations you will be advised to stay put (lock-down) rather than evacuate. 'Lock-down' of a building/group of buildings is intended to secure and protect occupants in the proximity of an immediate threat. By controlling movement in an area, emergency services can contain and handle the situation more effectively. Staff follow *01.19a lockdown procedure*, in the event of a lockdown.

- The setting manager and St. James' Health and Safety officer assess the likelihood of an incident happening based on their location.
- The setting manager ensures that the emergency evacuation and lockdown procedures are included in staff training and induction.
- Staff rehearse simple 'age appropriate' actions with the children such as staying low to the floor, keeping quiet and listening to instructions in the same way that fire procedures are practiced. Lock-down must be rehearsed and recorded termly.
- The setting manager is aware of the current terrorist alert level, as available at www.mi5.gov.uk/threat-levels.
- We follow any additional advice issued by the local authority.
- Emergency procedures are reviewed and added to if needed.
- Information about this procedure is shared with parents and all staff are aware of their role during 'lockdown'.

Lock-down procedures

If an incident happens the setting manager acts quickly to assess the likelihood of immediate danger. In most cases the assumption will be that it is safer to stay put and place the setting into 'lockdown' until the emergency services arrive. As soon as the emergency services arrive at the scene staff comply with their instructions.

During 'lock-down'

- Staff and children stay in their designated areas, either end of building, if it is safe to do so.
- Ensure all doors and windows are secured until further instruction is received.
- Curtains and blinds are closed where possible.
- Staff and children stay away from windows and doors.
- Children are encouraged to stay low and keep calm.
- Staff tune into a local TV or radio station for more information.
- Staff do NOT make non-essential calls on mobile phones or landlines.
- If the fire alarm is activated, staff and children remain in their designated area and await further instructions from emergency services, unless the fire is in their area. In which case, they will move to the next room/area, following usual fire procedures.

- A text/phone/email message is issued to parents, as soon as possible, when lockdown is confirmed.

Suggested wording for parent message:

Due to an incident, we have been advised by the emergency services to secure the premises and stay put until we are given the 'all clear'. Please do not attempt to collect your child until it is safe to do so. We will let you know as soon as we are able to when that is likely to be. In the meantime, we need to keep our telephone lines clear and would appreciate your cooperation in not calling unless it is vital that you speak to us.

The door will not be opened once it has been secured until the manager is officially advised “all clear” or is certain it is emergency services at the door.

During lockdown staff do NOT:

- travel down long corridors, remaining at either end of building.
- assemble in large open areas
- call 999 again unless there is immediate concern for their safety, the safety of others, or they feel they have critical information that must be passed on

Following lockdown:

- Staff will cooperate with emergency services to assist in an orderly evacuation.
- Staff will ensure that they have the register and children's details.
- Staff or children who have witnessed an incident will need to tell the police what they saw. The police may require other individuals to remain available for questioning.
- In the event of an incident, it is inevitable that parents will want to come to the setting and collect their children immediately. They will be discouraged from doing so, until the emergency services give the ‘all clear’. Staff will be always acting on the advice of the emergency services

Recording and reporting

- The setting manager reports the lockdown to their line manager as soon as possible. In some situations, this may not be until after the event.
- A record is completed as soon as possible.

Further guidance

Members of the public should always remain alert to the danger of terrorism and report any suspicious activity to the police on 999 or the anti-terrorist hotline: 0800 789 321. For non-emergency, call the police on 101.

Legal references

- Health and Safety at Work etc Act 1974
- Health and Safety (Consultation with Employees) Regulations 1996
- Management of Health and Safety at Work Regulations (1999)
- Regulatory Reform (Fire Safety) Order 2005
- Electricity at Work Regulations (1989)
- Regulation (EC) No 852/2004 of the European Parliament and of the Council on the hygiene of foodstuffs
- Manual Handling Operations Regulations (1992) (Amended 2002)
- Medicines Act (1968)
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) (Amendment) Regulations 2012
- Control of Substances Hazardous to Health (COSHH) Regulations 2004
- Health and Safety (First Aid) Regulations 1981
- Childcare Act 2006

Further guidance

- [Dynamic Risk Management in the Early Years](#) (Alliance 2017)
- Health and Safety Executive www.hse.gov.uk/risk
- Food Standards Agency www.food.gov.uk
- Ministry or Housing, Communities & Local Government www.communities.gov.uk
- Daily Register and Outings Record (Early Years Alliance 2021)
- Good Practice in Early Years Infection Control (Pre-school Learning Alliance 2009)
- Not on my Watch! (Early Years Alliance 2018)
- Preventing Accidents to Children on Farms (Health and Safety Executive 2013)
- Safer Food Better Business: Food safety management procedures and food hygiene regulations for small business: www.food.gov.uk/business-guidance/safer-food-better-business
- Reportable Incident Record (Pre-school Learning Alliance 2015)
- Complaint Investigation Record (Pre-school Learning Alliance 2015)
- Report Incident Record (Pre-school Learning Alliance 2015)
- Good Practice in Early Years Infection Control (Pre-school Learning Alliance 2009)
- [Daily Register and Outings Record](#) (Alliance 2021)
- [Good Practice in Early Years Infection Control](#) (Alliance 2009)
- [Introducing Forest School in the Early Years](#) (Alliance 2022)
- [Not on my Watch!](#) (Alliance 2018)
- [Preventing Accidents to Children on Farms](#) (Health and Safety Executive 2013)
- <https://www.gov.uk/control-dog-public/banned-dogs>

This policy was adopted on: 09/10/25

Review date (12 months): October 2026

Name of Manager: Amber Delves

Signature:

