



# LANGUAGE GARDEN

## POLICY PACK

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## 1. Settling-in & Open access policy

We want all children to feel safe and happy whilst at *Language Garden* and to recognise that other adults can be trusted, offer support and care.

We believe that a settling-in period is very helpful and are happy to discuss every family's needs.

We are always open for parents, and they are very welcome to visit us at any time if they wish to observe a session or part of a session. We do require that parents book this with Anja Ashton, so we can make necessary arrangements to accommodate their visit to ensure the children's session can take place uninterrupted.

We will always work with parents to ensure all children are settled and parents are happy with the teaching we provide.

We encourage and support organising settling-in sessions for new children together with their parents/carers and all visits are recorded with the full name, date and time in and out in our visitors record book.

### Settling-in process

A two- to four-week settling-in period is recommended when your child starts at *Language Garden*. We ask one parent, ideally the German speaking one, to be available throughout this process.

#### 1<sup>st</sup> session

- Child and one parent attend the session together in the morning until parent and teacher decide to end it, which is usually after 2-3 hours.
- We invite the parent to motivate and guide the child to connect with other children and the teachers and integrate into *Language Garden* group and our daily routines. Interactions with other children and teachers will be supported by the parent to help the child adjust gradually and feel comfortable.

#### 2<sup>nd</sup> session

- Child and one parent begin the session together.
- Parent moves a bit more into the background and eventually leaves the room/hall every now and again to see how comfortable and happy the child feels in the new environment without them being with child and visible. If fine, the parent can leave for a short period to go for a walk to the farm shop or similar. It is important for the parent to say goodbye to the child and give assurances of his/her return. In that way the child is able to develop a feeling of security and trust for both sides, the parent and the teachers.
- The teachers will then liaise with the parent and agree a suitable time to pick up the child depending on how it feels. It is usually not longer than 3-4 hours. Together we decide how to best approach the next one.

#### 3<sup>rd</sup> session

- Depending on the child's individual settling-in progress, the procedure of the 2<sup>nd</sup> session will be repeated. If the child seems to feel comfortable enough without a parent present, she/he may attend 4-5 hours of the session or even the full length of a *Language Garden* session and we welcome the parent back for pick-up at the gate.

*We kindly ask you to not use your phone while at Language Garden. We would like to avoid distraction and provide all the attention and support your child will need in the new environment. You are your child's anchor and it makes adjustment to the new setting much easier if you are actively present.*

If you have any more questions or thoughts regarding the settling-in period, please contact Anja Ashton at any time.

## 2. Child protection & Safeguarding policy

As we are looking after children we have the duty under the Children's Act to refer any concerns we may have about the welfare of a child at *Language Garden*. The welfare of the child is our first priority and we will take all reasonable measures to ensure that the risk of harm to children is minimised.

### Code of behavior

*Language Garden* will

- Treat all children with respect
- Ensure where possible there is more than one adult present during activities with children
- Respect a child 's right to personal privacy
- Take all allegations seriously
- Provide an example of good conduct
- Challenge unacceptable behaviour and report all allegations or suspicions of abuse
- Ensure that all staff and volunteers working with children are monitored and supervised and that they have opportunities to learn about child protection in accordance with their roles and responsibilities
- Have a clear, open and well publicised complaints procedure which enable adults and children to voice concerns about unacceptable and/or abusive behaviour towards children

Safeguarding and promoting the welfare of children is defined as

- Protecting children from maltreatment
- Preventing impairment of children's health or development
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- Taking action to enable children to have the best outcomes

Child protection is the activity that is undertaken to protect specific children who are suffering, or are likely to suffer, significant harm.

### Definition of abuse

The harming of another individual usually by someone who is in a position of power, trust or authority over that individual. The harm may be physical, psychological, emotional or may be directed at exploiting the vulnerability of the victim in more subtle ways such as withholding or denying access to basic needs.

### Types of abuse

Physical – bodily assaults resulting in injuries, e.g. hitting, slapping, pushing, kicking, misuse of medication, restraint, malnutrition, dehydration, medical or healthcare maltreatment.

Sexual – rape, incest, acts of indecency, sexual assault, sexual harassment, non-consensual sexual acts. Could also include exposure to pornographic materials, being made witness to sexual acts and non-contact abuse.

Psychological/Emotional – threats of harm, controlling, intimidation, coercion, harassment, verbal abuse, enforced isolation, withdrawal from services or support networks, humiliation, bullying.

Neglect – ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, withholding the necessities of life such as medication, adequate nutrition and heating.

Discriminatory – including racist, sexist or based upon a person's disability and other forms of harassment, slurs or similar treatment

### **Signs of abuse**

History of unexplained falls or minor injuries, bruising, finger marks, burns, injuries at different stages of healing, injury shape similar to an object, history of GP or agency hopping, reluctance to seek help, weight loss, weight gain, ulcers, bed sores, drowsiness, recurring crises/hospital admissions.

Disclosure or partial disclosure of sexual abuse, genital infections, pregnancy, difficulty walking or sitting, disturbed behaviour, depression, withdrawal from activities, lack of sleep, nightmares, self-injury, showing fear or aggression, inappropriate sexual behaviour, loss of appetite

Isolation, unwashed, over meticulous, inappropriately dressed, withdrawn, change in appetite, insomnia or excessive sleep, tearfulness, unexplained paranoia, excessive fear, low self esteem, confusion, clothing in poor condition, weight loss or weight gain, untreated injuries, poor personal hygiene.

### **What we do if abuse is reported or suspected**

- Listen to what is being said without displaying shock or disbelief, react calmly, not panic or show panic and reassure the child that they were right to tell.
- Be clear that we are unable to keep secrets if we feel that a child is being harmed in some way.
- Keep questions to a minimum and only ask in order to clarify what is being said, rather than enquiring. It is up to social services and the police to investigate the matter fully, not your organisation.
- Accept what is being said. Show that we have heard what they are saying, and that we take their allegations seriously.
- Allow the child to talk freely – do not put words in the child's mouth.
- Reassure the child that what has happened is not his or her fault.
- Do not make promises that you may not be able to keep.
- Do not promise confidentiality – it may be necessary to refer the child to Children's Social Care.
- Stress that it was the right thing to tell.
- Do not criticise the alleged perpetrator.
- Explain what actions we must take, in a way that is appropriate to the age and understanding of the child.
- Make a full record of what is being said, heard or seen as soon as possible.
- Make a note of the date, time, place and people who were present at the discussion.
- Do not delay in passing information to the appropriate person within *Language Garden* as noted below.
- Then report our concerns immediately to the duty social worker who has the experience and responsibility to make an assessment of the situation.
- If a member of staff is not satisfied that the matter has been dealt with appropriately within the organisation, they should refer the matter to Social Services.

## **Procedure for dealing with reported abuse**

If we notice:

- Significant changes in children's behaviour
- Unexpected bruising or marks or signs of possible abuse
- Any comments made which give us cause for concern
- Deterioration in general wellbeing which causes concern
- Signs of neglect

**It is expected that you discuss your concerns with the parents and seek their consent to making a referral to Single Point of Advice (SPOA), unless you consider that this would place the child at increased risk of significant harm.**

**You do not need the parents' consent to make a referral if you consider the child is in need of protection, although parents will ultimately be made aware of which organisation made the referral.**

If parents refuse to give consent to a referral but you decide to continue, you need to make this to SPOA.

**If you decide to refer the child without the parents' consent, make sure to record this with a full explanation of your decision.**

When you make your referral, you should agree with SPOA what the child and parents will be told, by whom and when.

We would refer concerns to SPOA or the Emergency duty service.

***It is not the responsibility of Language Garden to decide whether or not abuse has taken place but it is the responsibility of Language Garden to act if there is cause for concern, in order that the appropriate agencies can investigate and take the necessary action to protect a child or young person.***

**All safeguarding and welfare concerns, discussions and decisions made will be recorded in writing and kept in line with the ESSCP Keeping Records of Child Protection and Welfare Concern Guidance.**

In all instances we will record:

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

We will call the local services' duty desk immediately if it is known that a child is at risk of harm. We will follow it up with a letter within 48 hours. We will keep a factual record of the concern and will ask the parents for an explanation, providing it would not put the child at risk. Parents must notify us of any concerns they have about their child and any accidents, incidents or injuries affecting the child, which will be recorded. We work together with parents to make sure the care of their child is consistent.

## Training

*Language Garden* ensures that all relevant people working on behalf of the organisation have appropriate Safeguarding and Child Protection training in accordance with and as appropriate to their roles and responsibilities. Every person working on behalf of the organisation understands exactly what to do if abuse is disclosed or suspected.

## Recruitment

*Language Garden* have a commitment to safe recruitment, vetting and selection that includes checks into the eligibility and the suitability of all staff and volunteers who have direct or indirect contact with children.

All staff, volunteers, tutors and any other people who come into contact with children on behalf of *Language Garden* will have a valid enhanced DBS check and cannot commence employment or voluntary work on behalf of *Language Garden* until this has been done.

## Confidentiality

Confidentiality should be maintained for all concerned. Information should be handled and disseminated on a ***need to know basis*** only.

This includes the following people:

- Child protection coordinator and director
- parents or carer of the child who is alleged to have been abused
- person making the allegation
- Social services / police
- alleged abuser (and parents if the alleged abuser is a child).

All records of the concerns will be retained in safe storage with the Child protection coordinator in accordance with our data protection policy and “need to know” requirements.

## Guidelines for use of photographic or other imaging equipment

No photographs, film or other images of our children should be taken without parental consent. Our online registration process requires that parents give written consent for the use of pictures on our website and closed Facebook group only and always without mentioning any names.

## Important contact information

If you suspect or believe a child is suffering or is likely to suffer significant harm, including any form of mistreatment or abuse, or if you are concerned about your own behaviour and need advice or support - please contact Single Point of Advice (SPOA):

## Key contacts

Role	Name	Contact details
Child Protection Coordinator	Anja Ashton	07930 494822
East Sussex: Local Authority Designated Officer (LADO)	Sam Efde	Consultation via the online portal <a href="#">here</a>

East Sussex: Safeguarding Officer and Assistant Local Authority Designated	Sue Giles	Consultation via the online portal <a href="#">here</a>
East Sussex: Referrals into Early Help and Social Care	Single Point of Advice	01323 464222 <a href="mailto:0-19.SPoA@eastsussex.gcsx.gov.uk">0-19.SPoA@eastsussex.gcsx.gov.uk</a>
East Sussex: Referrals into Early Help and Social Care	Emergency Duty Service – after hours, weekends and public holidays	01273 335905

### Emergency/Out of Hours

To contact Children's Service outside normal working hours, call 01273 335905/06.

If a child is in immediate danger or left alone, you should contact the police or call an Ambulance (Call 999).

The police operator will need to take your name, address and details of what has happened. This will take time, but it is important to get all of the information from you so that we can send the appropriate resources to you if necessary.

### Confidential and anonymous information

- NSPCC: National Society for the Prevention and Cruelty of Children's 24 hour helpline: 0800 800 5000
- Childline: 0800 1111

### Allegations about a Colleague/Professional

If your concerns or suspicions are about a colleague or professional/teacher (including volunteers), you must report them.

Talk to the director of your setting or Designated Professional, assuming they aren't implicated, if they are, talk to Children's Social Care's Advice, Contact & Assessment Service (contact details above).

We will ensure that all staff members are aware of their duty to raise concerns, where they exist, about the management of safeguarding and child protection, which may include the attitude or actions of colleagues. If necessary, they will speak with the child protection coordinator, the chair of the governing body or with the Local Authority Designated Officer (LADO). Should staff not feel able to raise concerns they can call the NSPCC who will outline what you can do to report abuse. The dedicated helpline for this is 0800 0280285.

**The Child Protection Coordinator at *Language Garden* is: Anja Ashton (07930 494822)**

### 3. Arrival, Departure & Late collection of child policy

#### Arrival

- We ask all children to arrive in time for the start of our four-hour block of language learning activities at 9:00. As families are travelling to the Language Garden from all over Sussex we have introduced a free of charge flexible drop off period between 8:30 and 9:00.
- Parents sign their child in on arrival.
- Please bring a drinking bottle already filled with water, a lunch pack in a separate bag, 1 pair of wellies, 1 pair of slippers, a full change of clothes, all labelled with the child's name.
- We have two breaks, our mid-morning snack for 30 minutes and our lunch which takes about 1 hour.
- In case the child is not going to attend Language Garden, parents are asked to inform Anja Ashton by 9:30 at the latest.

- Important issues regarding the child are to be discussed between parent and Anja Ashton. She will ensure all staff is informed appropriately (see information sharing policy).

### **Departure**

- Pick-up is at 14.30.
- As soon as parents are on site, they are in full charge of their child. Parents have to ensure they collect all belongings of their child like jumper, shoes, bags, toys, bottles, art work, etc.
- Parents have to sign out on the daily attendance list.
- We will not allow a child to be collected by anyone who is under 16 years of age.

### **Late or non-collection**

*Language Garden* has a duty to protect children and act in their best interests. We ask that your child is collected promptly at the end of their session.

Our kindergarten takes persistent lateness in collecting a child very seriously. In extreme cases it can be considered as abandonment or neglect of the child, although we understand that occasionally delays are unavoidable.

If a parent/guardian is going to be late to collect a child, we expect to be notified as soon as possible.

If you arrive 5 minutes late or more you will be asked to sign our late collection log.

A fee of £15 will be charged if on three occasions you are more than 5 and up to 10 minutes late to collect your child.

If you are more than 10 minutes late we'll have to ask you to cover the resulting extra rent of the hall and salary of our teacher that is looking after your child and add it to your next invoice. This will be calculated at a rate of £15 per 15 minutes rounding up or down where necessary.

If a child is not collected within 10 minutes of their expected time and we have not heard anything from the parent/guardian, we will try to contact you. We will continue to try to reach the parent/guardian, if they are still unreachable and we have not heard anything after 20 minutes, we will try to speak to your emergency contact (which the parent/guardian listed in the contract).

If after a reasonable amount of time, we have not had any news, we will inform the local authority duty social worker.

## **4. Child behaviour policy**

We aim to offer a quality language education service, within which all children and parents are treated with equal concern and made to feel welcome.

We strive at all times to provide a nurturing environment; however, *Language Garden* is not a nursery. Children attend specifically in order to develop language skills through participation in our activities, rather than for more general educational and behavioural development. In order to enable this process, we require all children to behave within reasonable and appropriate limits.

We do not, and will not, administer physical or any other form of punishment with the intention of causing pain or discomfort, nor any kind of humiliating or hurtful treatment to any child.



We endorse positive discipline as a more effective way of setting boundaries for children.

## **Procedure**

We agree methods to manage children's behaviour with parents before the children start at *Language Garden*. Wherever possible we try to meet parents' requests according to their values and practices.

We will only physically intervene, and possibly restrain a child to prevent an accident, injury or damage.

It is a normal part of a child's development that he or she will from time to time have difficulty learning to deal with their emotions and feelings. We will acknowledge these feelings and try to help children to find constructive solutions in liaison with their parents.

Distracting and re-directing children's activities are used as a way of discouraging unwanted behavior.

We encourage responsibility by talking to children about choices and their possible consequences.

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

We will respond positively to children who constantly seek attention or are disruptive.

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

If we have concerns about a child's behaviour, we will always first speak to the parents. If this doesn't resolve the issue, we will ask for permission from the parents if we wish to discuss it with another professional. We may contact the NSPCC, ISEND (please find information on ISEND Front Door referrals [here](#)), health visitor or the local early years team (or other relevant advice service) for confidential advice. If issues still can't be resolved, we reserve the right to exclude a child from *Language Garden*.

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

## **House rules**

- We pay attention to the teachers, helpers and each other and always try our best
- We do not swear, call each other names, fight or deliberately hurt anyone else in any way
- We show respect and are kind to each other
- We eat and drink at the table to help keep the hall clean and to avoid accidents
- We keep the air free from smoke
- We take off our outside shoes when we go in to the hall to keep it clean
- We take care of the building, toys, books and other equipment
- We never go into rooms/parts of the building that are not part of the *Language Garden* setting

## **Children are guided away from doing things that:**

- are dangerous or hurtful or offensive to someone else
- are dangerous to the child
- will make the child unwelcome or unacceptable to other people
- damage other people's property

## 5. Health & Safety Policy

### Accidents, incidents and emergency

The safety of your child is paramount and *Language Garden* will take every measure they can to prevent accidents, injuries or incidents.

Our premises have been very carefully laid out with young children in mind. We also regularly review, update and practice safety routines.

We hold current paediatric first aid certificates, which are accessible for parents to see in our *Language Garden* folder and are renewable every 3 years.

We hold written permission from parents to seek emergency treatment for their child if needed.

We keep a clearly labelled first aid bag with the appropriate contents in the office/store room, which are checked, updated and reviewed on a regular basis. Parent and emergency contact details are inside the first aid bag and updated frequently. On our walks and outings, we always take the first aid bag with us.

If there is an accident:

- We will comfort and reassure the injured child while making sure that the other children in our care are safe. This may mean sitting them where they can be seen.
- We will assess the extent of their injuries and carry out any first aid procedures that are necessary and we have been trained to do.
- If necessary, we will call for medical support/ambulance.
- If we have to accompany or take a child to hospital, we will either take the other children with us, or call the emergency back-up cover. This will be another known teacher or responsible adult (see list below).

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

If we manage to deal with the accident ourselves, then we will inform the parents immediately.

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

If we have an accident, we will get the nearest responsible adult to help, while our emergency back-up people are being contacted.

If it were a minor injury e.g. scraped knee, then we would inform the parent upon collection and ask them to sign the accident and incident book.

We will do our best at all times to make sure the children in our care are safe, reassured and kept calm.

All accidents and incidents will be recorded in the accident and incident book and signed by the teacher. Parents will be shown the details and asked to sign and date the relevant page when they collect their child.

### **Emergency Cover:**

Known responsible adult: Anja Ashton

Emergency helper: Other first aid trained teachers or next door neighbour Melanie Cutress (Falmer Village Hall committee member and our main contact)

## **Illness & medication**

*Language Garden* cannot undertake the care of a sick child. In cases of mild illness, it is solely at the discretion of *Language Garden* if they allow the child to attend. In cases where medication is required, written permission must be given by the parent for each day on which medication is required. *Language Garden* must not allow any child suffering from a notifiable infectious disease on its premises because of the risk of infecting other children. Parents must inform *Language Garden* of any symptoms of ill health shown by the child. If the child becomes ill whilst at *Language Garden*, the parent/guardian will be contacted and asked to take the child home.

*Language Garden* will do their best to support individual children with medical needs. We require prior written consent and written instructions from the parents/guardians each and every time before we can administer any medication to their children. This must include the child's name, exact dosage to be given, the time it is to be given and the number of times per day (the teachers will give you a copy of our 'medicine administration consent form' to complete and sign).

Parents must provide all medications needed by their children.

All medicines must be in their original containers with pharmacist or manufacturer's label, child's name, dosage instructions, current date and name of the medication clearly written.

If a child requires medication such as an asthma inhaler on a regular basis, the parent must leave one at *Language Garden* whenever their child is attending.

We store all medications in their original containers, inaccessible to children.

We keep written records of all medications administered to children. Each entry is signed by the person who gives the medication and by the parents before taking their children home.

We will not administer medicine unless it has been prescribed for the child by a doctor, dentist, nurse or pharmacist. We cannot administer any medication that your child has not taken previously in case it causes an allergic reaction.

Non-prescription medicine e.g. pain relief or teething gel may be given but only if there is a health reason to do so and only with prior written consent of the parent /guardian.

Some pain relief medicines such as *Calpol* can sometimes mask more serious medical conditions. It is therefore our policy that we place a limit of only administering one dose of such medicine to a child if needed (with prior written consent). If the child's condition does not improve after this one dose, then it will need to be collected.

If a child has been given medicine at home in the morning before attending *Language Garden*, the parents/guardians must inform us before they arrive and provide the name of the medication, the dosage, the time it was given, and the reason for giving it.

We will keep records detailing medical requirements and administrations confidential and in a secure place.

If a parent wishes us to use any other lotions or creams on their child e.g. nappy cream, we will ask them to specify this and giving us permission in writing.

## **6. Administration of medicine consent form**

**As outlined in our Health & Safety policy, we require written consent from the parent before we can administer any medication to their children.**

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We will keep records detailing medical requirements and administrations confidential and in a secure place. Each entry/administration is signed by the teacher who will give the medication and by the parents before taking their children home.

**Depending on the individual circumstances, we would be using our *Short Term Medication Record* or our *Long Term Medication Record* or follow a bespoke *Health Care Plan* that has been agreed on with the parents and is based on the child's doctor's advice (i.e in the case of major allergies).**

### **Example of our: Short Term Medication Record**

Child's full name: \_\_\_\_\_

Name of medication and exact dosage to be given:

\_\_\_\_\_  
\_\_\_\_\_

**The time it is to be given and the number of times per day:**

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**The time last dose has been given:**

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**By signing I confirm that I have read the above.**

**Signature of the parent:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Signature of teacher:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Example of our: Long Term Medication Record**

**Child's full name:** \_\_\_\_\_

**Name of medication and exact dosage to be given:**

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**The time it is to be given and the number of times per day:**

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**Administration record (please include dosage, date and time for each entry)**

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**By signing I confirm that I have read the above.**

Signature of the parent: \_\_\_\_\_

Date: \_\_\_\_\_

Signature of teacher: \_\_\_\_\_

Date: \_\_\_\_\_

## 7. Food policy

We prepare nutritious, balanced snacks, which follow the whole food principles. Strict standards of hygiene and safety will be adhered to at all times. The teacher preparing the snack at *Language Garden* will have undertaken food hygiene training.

In our experience food that contains artificial sweeteners, colourings, flavourings and sugar can be damaging to some children's concentration and behaviour. This undermines their ability to play and learn. Our wish for the children is that they eat healthy nourishing food. We ask therefore that your child does not bring crisps, chocolate, cake, cookies, fizzy drinks or sweets to the *Language Garden*.

*Language Garden* aims to provide food of the highest quality; organic where possible and appropriate for children to eat in a learning environment. The food must be wholesome, fresh, free of additives, hydrogenated fats and excessively refined starch.

*Language Garden* takes environment issues very seriously and recycles as well as composts where possible responsibly.

## 8. Allergen avoidance policy

**Please note that our *Allergen avoidance policy* changes depending on the children that are attending at the time. We always inform parents if any foods have to be avoided in the lunch boxes at the beginning of the term or before an event like an Adventure Day.**

We ask for the understanding and cooperation of all parents that no foods that have to be avoided are brought into the setting as part of the lunchbox. Please also check your child's rucksack, coat pockets, etc. to ensure these foods are not brought in accidentally.

In order to protect children with food allergies, we discourage children from sharing or swapping their food with one another and where necessary physically position a child on the table away from a potential allergen.

Our teachers and assistants closely monitor the foods that are brought into the setting.

Although our allergen avoidance policy is designed to reduce the risk of exposure, it is never possible to achieve a completely allergen-free environment in any setting that is open to the general community like our village hall. We therefore cannot guarantee freedom from traces of allergens.

During our enrolment process we establish if a child has an allergy and depending on the severity put in place an allergy care plan and allergy action plan in consultation with the parents.

In order to reduce the risk of an allergic reaction for a child or adult in our care:

Language Garden will:

- make sure snack, cooking and craft ingredients do not include any allergens.
- ensure regular cleaning of surfaces and hand washing of the children and staff.
- inform all new parents of this policy.
- make sure our policy pack is available to everyone on our website.
- update families periodically of our allergen avoidance policy.
- ensure good communication with families affected by allergies.
- ensure staff and visitors will not bring food containing allergens that need to be avoided into the nursery.
- ensure a senior member of staff will check the ingredients of all snack items, birthday cakes, cookies, etc. before it is offered to child with a present allergy.
- not offer food containing an allergen that has to be avoided to the child if a parent didn't observe our policy. Those foods shall be left in the child's lunch boxes and parents/carers are telephoned to remind them of our policy.
- ensure only safe treats in a clearly-marked container supplied by the parents of a child with a severe allergy will be given.
- Anja Ashton will inform the parents of children with an allergy on dates of upcoming birthday celebrations.

We ask parents and carers:

- to observe the allergen avoidance policy and therefore do not include foods with allergens that have to be avoided in packed lunches.
- if you would like to bring in a cake/cup cakes/cookies into the setting to celebrate your child's birthday to liaise with Anja Ashton beforehand and to obtain a full list of ingredients to not include as well as a collection of safe recipes and safe packaged cookies and cakes from popular supermarkets.
- to notify Anja Ashton of any known or suspected allergies and provide all medical and necessary information during the enrolment process. Depending on the severity of the allergy, an allergy management plan for each individual child will be put in place in consultation with the parents and relevant healthcare professionals.
- to update Anja Ashton regularly on any changes to the allergy status of their children.

Children

All children are regularly reminded about the good hygiene practice of washing hands before and after eating which helps to reduce the risk of secondary contamination. Likewise children are reminded and carefully supervised to minimise the act of food sharing with their friends.

Health Plans and Emergency Response

We have individual allergy management plans and allergy action plans for children with allergies in place, listing all allergens, triggers, medication, dose specifications, when and what action to be taken agreed in consultation with the parents and relevant health care professionals. Medication (oral antihistamines, adrenaline auto-injectors like an EpiPen, etc.) will be signed in and out at each session. It's the parents' responsibility to ensure that medication is within its use-by date.

Please check the noticeboard in the kitchen for a list of our qualified First Aiders and Epi Pen trained staff.

**If no children with the above allergies are attending during a full term, we will be able to relax our policy. We shall give you written notice before the start of a term if anything has changed.**

## **9. Sun safety & No smoking policy**

### **Sun safety**

When the weather is sunny and we are outside it is important for children to have adequate sun and heat protection.

It is essential for parents to apply sun screen before the child reaches our setting.

We obtain written permission from parents to apply sun cream to a child and ask the parent to provide a bottle each summer or keep a bottle in the child's bag.

We will reapply sun cream on very hot days and also after water exposure.

We try to avoid sun exposure during the hottest part of the day.

Please ensure your child brings a sun hat during summer.

We will be careful about how many hours your child spends in the sun and make sure we seek shade too.

### **No smoking**

It is our policy to ensure that the children are in a smoke-free environment whilst at *Language Garden*. The village hall and gardens are 100% smoke free at all times.

## **10. Equal opportunity statement**

*Language Garden* is committed to promoting diversity and equal opportunities in the community it serves. All teachers and parents are expected to support this policy.

We believe in offering equal opportunities in all areas of our work and organisation. Individuals shall be selected and treated on the basis of their relevant merits and abilities and not on the basis of

- Race, colour, nationality or ethnic origin
- Religious or political beliefs
- Disability, incl. physical, sensory, learning, mental health & HIV/AIDS
- Health or medical problems
- Gender and gender reassignment
- Marital status
- Sexual orientation
- Age
- Responsibility for dependants
- Social or economic disadvantage

This list is not intended to be exhaustive.

*Language Garden* will work to combat all direct or indirect forms of discrimination and take positive steps to remove barriers to participation and achieve equality of opportunity. We endeavour to achieve equality in all aspects of the organisation and its work, including its structures and delivery of services. We will ensure that we involve everyone in identifying priorities and needs and that all voices are heard in planning and delivering services.



## 11. Data protection privacy policy

This policy is providing information about how *Language Garden* will use or process personal data about individuals including current, past and prospective children and their parents, carers or guardians, and staff and volunteers of *Language Garden*.

### Responsibility for data protection

*Language Garden* is exempt from registering with the ICO (Information Commissioner's Office).

Data Protection Officer is Anja Ashton (Director of *Language Garden*) who will ensure that all personal data is processed in compliance with this policy, the [Data Protection Act 1998](#) and the [GDPR \(General Data Protection Regulation\)](#) by the management team, staff and volunteers at *Language Garden*.

*Language Garden* process personal information in order to be able to provide language education, to maintain their own accounts and records and to support and manage their staff and volunteers.

### Types of personal data processed

*Language Garden* may process a wide range of personal data about individuals including current, past and prospective pupils and their parents as part of its operation, including by way of example:

- family details
- home languages
- digital images of the child's progress
- financial details
- education and employment details
- goods or services provided

*Language Garden* also processes sensitive classes of information that may include:

- physical or mental health details
- religious or other beliefs

*Language Garden* processes personal information about:

- its staff and volunteers
- the pupils on its roll & their parents/guardians
- suppliers

*Language Garden* sometimes needs to share the personal information they are processing with the individuals themselves and also with other organisations. Where this is necessary, *Language Garden* is required to comply with all aspects of the Data Protection Act.

### Sharing and using personal information

**On the basis of consent** which the parents have given us in writing when registering their child at *Language Garden*,

- *Language Garden* can **publish photos/videos** of children on our closed and public FB group and on our website and on flyers, always without mentioning any names.

**To opt out any time, parents and teachers can send a quick note to [info@language-garden.co.uk](mailto:info@language-garden.co.uk).**

## **On the basis of legitimate interest**

*Language Garden* will send out invoices, class and event information.

We may need to share some of the personal information we are processing with the types of organisations listed below:

- family, associates and representatives of the person whose personal data it is processing
- healthcare, social and welfare advisers or practitioners
- business associates
- financial organisations and professional advisers
- credit reference agencies, debt collection and tracing agencies
- education, educators and examining bodies, schools
- current, past or prospective employers
- employment and recruitment agencies
- local and central government
- persons making an enquiry or complaint
- suppliers and service providers

## **Storing personal data**

*Language Garden* stores personal data

- on the director's and teacher's encrypted devices (computers, phones)  
The teachers can store emergency contact details of the children on their mobile phones but will only use the first names, not the surnames and delete the entry once a child has left our setting.
- in *membermeister*, an online finance and administration software, encrypted
- in the lockable cupboard in the office/store room of *Language Garden* in Falmer

**The director, teachers, teaching assistants, volunteers, children and parents at *Language Garden* will not use or pass on any personal data in any way not in compliance with this policy, the [Data Protection Act 1998](#) or the [GDPR \(General Data Protection Regulation\)](#).**

## **Check, Edit, Delete**

Personal data is reviewed and updated every year by *Language Garden* and is not kept longer than is required for the purpose of providing language education.

Parents and teachers can check, edit and delete data we hold about them anytime. Please contact us at the details below.

## **Leaving *Language Garden***

If a child leaves *Language Garden*, they can opt in to receive further email communication from us about upcoming events and classes. Their opt in will have to be renewed each year.

If no opt-in is given, pupils will be marked as inactive, and not contacted any more. All their data will be deleted by the Data Protection Officer once not needed any longer for accounting purposes (max. 6 years).

### Ask for a copy of the information we hold about you

If you'd like to request a free copy of the information *Language Garden* is holding on you, please contact us at the details below.

### Complaints

If you feel that *Language Garden* has not kept its promises to you about the way we handle your personal information, please contact us at the details below.

We will investigate your concerns and report back to you within 20 working days.

### Guidelines for the management and staff at *Language Garden* concerning personal data

- Keep personal data of children and their families only on encrypted computers and phones, or either supervised or in a locked cupboard and only use their first names, not their last names
- Only use the personal data of the children and their families for purposes mentioned in the Data Protection Privacy Policy
- Check at the start of every school year if **all student data is accurate and up-to-date**.
- Only publish **photos/videos** of children on our closed and public FB page, our website and on flyers, whose parent's written permission we have to do so. Teachers are encouraged to take photos of the children during their activities so we can share them with the parents on our closed FB group. Those photos are to be sent to Anja Ashton directly via Whatsapp at the end of each week and then to be deleted straight away on their phones.

## **12. Complaints procedure**

The aim of *Language Garden* is to work in close partnership with all parents, to meet the needs of their children. If at any time you are not happy with the service we are offering to you or your child, we hope you feel able to discuss your concern with a teacher or the director.

An appointment can be made to discuss the issue and hopefully settle the matter through frank and open discussion. Any concerns raised will be dealt with seriously and in confidence.

*Language Garden* will always take complaints very seriously, investigate them carefully and professionally and provide parents with an account of the findings of the investigation within 28 days of receiving their complaint. We will tell parents about any action taken, and parents can request confirmation by writing or email. We will keep records of all complaints, the discussion, and any agreement reached.

All written records are signed by the parent(s) and Anja Ashton, director of *Language Garden*.

If matters can't be resolved with *Language Garden* and parents wish to make a formal complaint to Ofsted, they can contact the Ofsted on 0300 1231231. Our Ofsted registration number is EY562437.

On request, registered providers like us must provide Ofsted with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint. The record of complaints should be kept for at least three years.

## **13. Fire evacuation procedure**

In the event of a fire, we have fire safety plans in the kitchen of the building. These contain maps of escape routes and the fire assembly point. We practice fire drills with the children, walking to the assembly point (see below) so that they are aware of where to go. We have a Fire Drill Record where we log the fire drills.

### **In case of fire**

- Leave the house via the front door if the fire is in the back of the house; or the back door if the fire is at the front of the house.
- Evacuate the building quickly and calmly, encouraging the children to walk to the assembly point whilst providing constant reassurance.
- Gather at the assembly point, which is by the rocks on the grassy area outside opposite the pond.
- Check attendance to ensure everybody is safe.
- Stay in contact with the emergency services until they have arrived.
- Stay with the children at all times, reassure them and ensure their safety.
- Inform parents/guardians as soon as possible.

### **Fire prevention plan**

- Keep exits clear and make sure doors are easy to open.
- Carry out regular fire drills (captured in our Fire Drill Record).
- As a small one room hall with high ceilings, smoke detectors are not suitable and hair horns are used as a warning system.
- There are plenty of fire exits fitted with fire bars. The correct fire exit signage is in place.
- The fire extinguishers are regularly serviced with a service record.
- We keep a fire blanket in the kitchen.
- We have a NO SMOKING policy in place at *Language Garden*.

## **14. Covid-19 policy**

**The government has moved to “Living with the virus” and all restrictions have been lifted. Further to our Covid-19 Risk Assessment we have the below Covid – 19 policy ready should we ever have to reintroduce it at any point. Both have been carried out with reference to Government and Health and Safety Guidance. The aim is to minimise the potential risks of Covid – 19 and ensure that the health, safety, social and educational needs of children, families and staff are met.**

### **The following principles underpin our planning and actions:**

- Children’s needs are paramount
- Staff’s physical and emotional well-being must be considered at all times
- Ensuring effective infection protection and control and preventing the spread of coronavirus
- Minimising contact with individuals who are unwell
- Cleaning hands more often than usual
- Ensuring good respiratory hygiene
- Cleaning frequently touched surfaces often
- We follow strict cleaning and hygiene practices to ensure the setting is a safe place
- Maintaining social distancing amongst all adults and minimising contact and mixing

1) *Language Garden* has undergone regular deep cleans of the entire premises and facilities since the beginning of the pandemic.

2) *Language Garden* groups plus teachers and/or assistants are kept within the current Government guidelines. We adhere to the recommendations by the Department of Education and East Sussex Council at all times.

3) *Language Garden* will regularly clean surfaces that children and staff are touching, and ensure windows are opened for extra ventilation often and ensure that all staff and children (always supervised):

- frequently wash their hands with soap and water and dry thoroughly.
- clean their hands on arrival at the setting, before and after eating and after sneezing or coughing
- are encouraged not to touch their mouth, eyes and nose
- use a tissue or elbow to cough or sneeze and use bins for tissue waste

4) *Language Garden* asked all waiting parents to socially distance at all times. Drop-offs and pick-ups will be happening in a designated area outdoors (outside the gate to the courtyard in good weather and outside the door to the cloakroom in the courtyard if raining).

5) *Language Garden* has sent information about protective measures taken to all parents and staff.

6) Children who are ill or unwell will not be able to attend *Language Garden* sessions. Children who fall ill during a *Language Garden* session will be sent home, and will have to follow the current official guidance.

7) *Language Garden* has at least one teacher on the premises who has first aid and safeguarding training.

8) Our settling-in procedure has been adjusted to reflect the latest guidance.

9) We have an 'incident management plan' in place should a child develop COVID-19 symptoms.

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