

# HAPPY FACES PRE-SCHOOL

**Jane Garrod House, Colne Valley Road, Haverhill, Suffolk. CB9 8DT  
Telephone 01440 762515**

# Staff Handbook

# HAPPY FACES PRE-SCHOOL

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## Grievances procedure

### 1.0 Introduction

1.1 The following procedure should be followed in order to settle all grievances concerning any employee(s) of the Happy Faces Pre-school.

### 2.0 Principles

2.1 The key objective of the procedure is to allow grievances to be settled quickly, fairly and at the lowest possible level within the Happy Faces Pre-school, whilst allowing employees the opportunity to appeal to a higher level if necessary.

2.2 The procedure covers all employed staff in the Happy Faces Pre-school who have a grievance.

2.3 Employees are encouraged to raise concerns verbally with their manager (or employer) prior to raising a formal grievance.

2.4 Employees are entitled to be accompanied at a grievance meeting and appeal, by a trade union representative or by a work colleague.

### 3.0 Procedure

3.1 The Happy Faces Pre-school policy is to encourage free interchange and communication between managers and the staff they manage. This ensures that questions and problems can be aired and resolved quickly and that grievances are settled informally.

### 4.0 Informal procedure

4.1 If an employee has a complaint about their individual circumstances at work, then they are entitled to raise a grievance. Employees are expected to discuss ordinary day-to-day issues informally with your line manager through supervision meetings or if necessary request a separate meeting. Where this is not possible employees should raise their concerns verbally with the next level of management, prior to raising a formal grievance.

If after seeking to resolve concerns informally employees are not satisfied, then they should write to the early years setting, explaining their grievance.

### 5.0 Formal procedure

5.1 Employees must provide in writing, the nature of the alleged grievance and send the written complaint to their immediate manager.

5.2 Where the grievance is against the manager the matter should be raised with a more senior manager, i.e. normally the manager's manager e.g. the chair of trustees/a director/the owner.

5.3 Normally within 5 working days of receiving a grievance, the manager will write to the employee, inviting them to attend a meeting where the alleged grievance can be discussed. The meeting should

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be scheduled to take place as soon as reasonably possible, and normally at least 48 hours notice of this meeting should be provided to the employee.

- 5.4 Employees are required to take all reasonable steps to attend the meeting. However, should, for a reasonably unforeseen reason, either the employee, their companions, or the manager be unable to attend the meeting, it must be rearranged.
- 5.5 Should an employee's companion be unable to attend then the employee should make contact within [5] days of the date of the letter to arrange an alternative date that falls within [10] days of the original date provided. These time limits may be extended by mutual agreement.
- 5.6 At the meeting the employee must inform the manager hearing the grievance what the basis for the complaint is.
- 5.7 After the final meeting, the manager hearing the grievance must write to the employee informing them about any decision and offering the right of appeal. This letter should be sent within [10] working days of the grievance meeting and should include the details of how to appeal.
- 5.8 Should the employee consider that the grievance has not been satisfactorily resolved, then they must set out their grounds of appeal in writing within [7] working days, of receipt of the decision letter, confirming that they wish to appeal against the decision or failure to make a decision.
- 5.9 Within [5] working days of receiving an appeal letter, the employee should be written to inviting her/him to attend an appeal hearing where the alleged grievance can be discussed. The appeal meeting should be scheduled to take place as soon as reasonably possible.
- 5.10 Employees are required to take all reasonable steps to attend the appeal hearing. However, should, for a reasonably unforeseen reason, either the employee, the line manager or their companions be unable to attend the meeting, it must be rearranged.
- 5.11 Should an employee's companion be unable to attend then the employee should make contact within [5] days of the date of the letter to arrange an alternative date that falls within [10] days of the original date provided. These time limits may be extended by mutual agreement.
- 5.12 After the appeal meeting, the appeal hearing manager must write to the employee informing them of the employer's final decision. This letter should be sent within [10] working days of the appeal hearing.
- 5.13 This is the final stage of the procedure.

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## Disciplinary procedure

### 1.0 Introduction

1.1 This procedure is designed to encourage all employees to achieve high standards of conduct and work performance and also aims to provide a fair, effective and consistent method of dealing with disciplinary matters.

### 2.0 Key principles

- Employees are expected to know the standard of conduct or work performance expected of them.
- Employees will be provided with a management statement of the case prior to any disciplinary meeting and will be allowed to respond to any alleged fault or failing at the meeting.
- An employee is entitled to be accompanied by a trade union representative or work colleague employed by the setting, to a disciplinary meeting and appeal. Other external representatives may not accompany an employee.
- For minor or isolated infringements of rules or expected behavior, managers and supervisors should give employees informal advice, coaching and counseling as part of their supervisory duties.
- Where an employee's conduct or performance fails to improve as a result of advice, coaching or counseling, or where the offence is more serious, then the disciplinary procedure will be applied.
- A prompt and thorough investigation into the concerns will take place prior to a disciplinary meeting taking place. The employee will be informed that an investigation is taking place as soon as possible. The setting reserves the right to dispense with an investigation interview with the employee (suspected of contravening policies or rules), and to proceed directly to a formal disciplinary meeting.
- The employee must take all reasonable steps to attend the disciplinary meeting and any appeal.
- Except in cases of gross misconduct, no employee will be dismissed for a first offence.

### 3.0 Categories of gross misconduct

3.1 Gross misconduct is a category which can include:

- Theft, fraud and deliberate falsification of records, expenses, qualifications and other offences of dishonesty.
- Physical violence.
- Serious bullying or harassment.
- Deliberate damage to property.
- Conviction of a criminal offence relevant to the employee's role.
- Gross negligence.
- Serious insubordination.
- Misuse of the setting's property or name.
- Misuse of electronic communications which defames individuals or brings the organization into disrepute.
- Bringing the organisation into serious disrepute.
- Serious incapability whilst on duty brought on by alcohol or illegal drugs.
- Serious negligence which causes or might cause unacceptable loss, damage or injury.
- Serious infringement of health and safety rules.

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- Serious failure to comply with policies, procedures and legal requirements that safeguard children.
- Serious breach of the early years setting's and statutory policies.
- Serious breach of confidentiality (subject to the Public Interest (Disclosure) Act 1998).
- Defaming or bad mouthing the setting on social networking sites.
- Serious breaches of the Data Protection Act.
- Bribery and corruption. This is not an exhaustive list.

## 4.0 Steps prior to deciding to take disciplinary action

- 4.1 When any incident of misconduct or negligence or poor performance is alleged to have occurred, the manager must establish the facts to decide whether there is a need for a disciplinary meeting.
- 4.2 Where appropriate/possible, signed written statements should be obtained as quickly as possible from the individual(s) concerned and should include where possible, dates, times, details of those present and the issues of concern.

## 5.0 Procedure

- 5.1 At the earliest opportunity the manager must inform the employee that an allegation/incident has occurred and that an investigation is to take place.
- 5.2 Following an appropriate investigation, the manager must prepare a written statement of the employee's alleged conduct or characteristics, or of the circumstance which have led to the contemplation of taking disciplinary action.
- 5.3 The manager or supervisor must send the statement and any witness statements to the employee including any evidence that will be relied upon at the meeting and, invite her/him to attend a disciplinary meeting to discuss the matter. The employee should also be informed of their right to be accompanied at the meeting. Employees should be given an appropriate amount of notice of the meeting in order to prepare their response and to contact any witnesses that he/she wishes to call to the meeting to give evidence.
- 5.4 A disciplinary meeting must take place before any disciplinary action is taken, (except where the action in question consists of suspension pending a disciplinary meeting). At the meeting, the manager or supervisor should ensure that the circumstances of the complaint against the employee are fully discussed and that the employee is provided with an opportunity to respond to the management case. The manager will then decide whether or not to issue a disciplinary penalty. The outcome of the disciplinary meeting must be confirmed in writing within [10] working days, to include the right of appeal and to whom to address any appeal letter.

## 6.0 Appeal

- 6.1 Any employee who feels they have been disciplined unfairly may appeal in writing to the person named in the disciplinary letter. All appeals must be submitted in writing, clearly set out the grounds for appeal, within [7] working days of the date of the disciplinary meeting letter.
- 6.2 Normally an appeal meeting will be arranged with the employee together with the line manager of the manager e.g. the owner, who issued the disciplinary penalty, within [15] working days of the employee's request
- 6.3 A letter detailing the outcome of the appeal should be issued within [10] working days of the appeal meeting.

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## 7.0 Disciplinary penalties

7.1 Managers should not issue any disciplinary penalties without a formal meeting.

7.2 There are five disciplinary penalties, which may result from misconduct:

- Formal verbal warning (first formal warning).
- Written warning.
- Final written warning.
- Dismissal with notice.
- Summary dismissal.

7.3 The gravity of the offence will determine which disciplinary penalty is issued. All disciplinary penalties must be confirmed in writing.

## 8.0 Formal verbal warning

8.1 Minor breaches of organizational discipline, misconduct or time keeping, or failure to meet performance criteria, may result in a formal verbal warning given by the manager. The manager may give this at a disciplinary meeting with the employee. This warning should be confirmed in writing. If the warning relates to unsatisfactory performance then it should set out:

- The performance required.
- The improvement required.
- The timescale for improvement.
- Any review date.
- Any support that can be offered to assist the employee to improve their performance.

8.2 If the warning relates to conduct then the nature of the misconduct and the change in behavior required should be set out in the warning letter.

8.3 The employee may be accompanied at the meeting by a work colleague or a trade union representative.

8.4 The warning will be placed on the employee's personnel file. After a period of [three months], if no further disciplinary action has been found necessary and the minor breach has been resolved, the warning will expire.

## 9.0 Written warnings

9.1 If the infringement is regarded as more serious, or the employee's work or conduct are considered unsatisfactory after they have received a formal verbal warning and after a period has elapsed in which the employee has had time to remedy their work or conduct, a disciplinary meeting conducted by the manager will be held.

The employee will be informed of the nature of the complaint and such evidence as may exist, and will be given an opportunity to respond. The employee will be told of the decision and given a letter of confirmation within [10] working days of the disciplinary meeting. The written confirmation will state:

- The date of the disciplinary meeting and those present.
- The penalty imposed.

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- Details of the misconduct, poor performance or poor time keeping that has occasioned a warning and the performance required or the change in behaviour required.
- The timescales for performance improvement, where appropriate.
- Details of any necessary action to remedy the situation, any period of review, extra training or supervision etc., or the possibility for redeployment/demotion.
- That any further misconduct etc. will result in a further disciplinary meeting and will normally result in a confirmed final warning, which if unheeded will result in dismissal with appropriate notice.
- That there is a right of appeal.

9.2 After a period of [six months], if no further disciplinary action has been found necessary and the minor breach has been resolved, the warning will expire.

## 10 Final written warning

10.1 If the employee's work or conduct fails to improve, or where the infringement is sufficiently serious, the manager will follow the same procedures as for issuing a written warning. If proven, a final warning, which will be in writing, will be given to the employee warning that any further misconduct will result in dismissal with appropriate notice.

10.2 After a period of [twelve months], if no further disciplinary action has been found necessary and the breach has been resolved, the warning will expire.

## 10.0 Gross misconduct

11.1 Employees dismissed with notice will be paid for this notice period. An employee may be dismissed without notice if there has been an act of gross misconduct, or a major breach of duty or conduct that brings the organisation into disrepute. The employee will be suspended with pay while the circumstances of the alleged gross misconduct are investigated.

11.2 A dismissal must be confirmed in writing within [10] working days of the date of the disciplinary interview. As well as covering the points in paragraphs 9.1 and 9.2, the letter should also include details of any outstanding money owed to the employee, how and when it will be paid and the final date of employment.

11.3 In certain cases, where a member of staff is dismissed from the organisation or internally disciplined because of misconduct relating to a child, we inform the Independent Safeguarding Authority.

## 11.0 Suspension

12.1 Suspension should be used sparingly in circumstances where the manager needs to conduct an investigation prior to a hearing where it is felt that the impact of not suspending the employee during the period would be likely to be more detrimental than suspending them.

12.2 Cases which involve potential gross misconduct will usually result in suspension - particularly when relationships have broken down or where the setting's property or responsibilities to other parties are involved, or where the employee's presence may prejudice the inquiry.

12.3 Suspension should be kept brief and reviewed to ensure that it is not unnecessarily protracted.

12.4 Where a member of staff is suspended because of alleged misconduct relating to a child, we inform Ofsted, social services and we may also contact the Police. We may also contact other relevant agencies.

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## **12.0 Timescales**

- 13.1 Employees are required to take all reasonable steps to attend the hearing. However, should, for a reasonably unforeseen reason, either the employee, the line manager or their companions be unable to attend the meeting, it must be rearranged.
- 13.2 Should an employee's companion be unable to attend then the employee should make contact within [5] days of the date of the letter to arrange an alternative date that falls within [10] days of the original date provided.
- 13.3 Time limits may be extended by mutual agreement.

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## Use of mobile phones and cameras

### Policy statement

We take steps to ensure that there are effective procedures in place to protect children, young people, and vulnerable adults from the unacceptable use of mobile phones and cameras in the setting.

### Procedures

#### *Personal Mobile Phones*

- Personal mobile phones belonging to members of staff are not used on the premises during working hours.
- At the beginning of each individual's shift, personal mobile phones are stored in lockers. If no lockers are provided, they must be stored in a locked office drawer.
- In the event of an emergency, personal mobile phones may be used in the privacy of the office, with permission from the manager.
- Members of staff ensure that the telephone number of the setting is known to immediate family and other people who need to contact them in an emergency.
- If members of staff take their own mobile phones on outings, for use in the case of an emergency, they must not make or receive personal calls as this will distract them.
- Members of staff will not use their personal mobile phones for taking photographs of children on outings.
- Parents and visitors are requested not to use their mobile phones whilst on the premises. There is an exception if a visitor's company or organisation operates a lone working policy that requires contact with their office periodically throughout the day. Visitors will be advised of a quiet space where they can use their mobile phone, where there are no children present.

#### *Cameras and videos*

- Members of staff must not bring their own cameras or video recorders into the setting.
- Photographs and recordings of children are only taken for valid reasons, i.e. to record their learning and development, or for displays within the setting.
- Photographs or recordings of children are only taken on equipment belonging to the setting.
- Camera and video use is monitored by the setting manager.
- Where parents request permission to photograph or record their own children at special events, permission will first be gained from all parents for their children to be included.
- Photographs and recordings of children are only taken of children if there is written permission to do so (found on the individual child's Registration Form).

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## Social Networking Policy

As part of the Every Child Matters agenda set out by the government, the Education Act 2002, the Children's Act 2004, and the Childcare Act 2006 it is the duty of school/education setting or other establishments to ensure that children and young people are protected from potential harm both within and beyond the school/education setting or other establishment environment. Therefore, the involvement of children, young people and parent/carers is also vital to the successful use of on-line technologies.

Social networking sites have emerged in recent years as a leading method of communication proving increasingly popular amongst both adults and young people alike. The service offers users both a public and private space through which they can engage with other online users. With responsible use, this technology can assist with the development of key social skills whilst also providing users with access to a range of easily accessible, free facilities. However, as with any technology that opens a gateway to online communication with young people, there are a number of risks associated which must be addressed.

With this in mind, staff members, committee members, students and volunteers are encouraged to think carefully about the information which they provide on such websites and the way in which it can be manipulated when published (examples of which include Facebook, MySpace and Bebo.)

Our setting is committed to delivering a high quality service which is accountable and maintains public confidence.

Our setting will not accept or condone any behaviour by staff or other adults associated with the setting that is contrary to the setting's aims and objectives, policies and procedures.

### **Social Networking advice; for staff members, committee members, students and volunteers.**

Social networking outside of work hours, on non school/education setting or other establishment-issue equipment, is the personal choice of all school/education setting or other establishment staff members, committee members, students and volunteers. Owing to the public nature of such websites, it is advisable for staff members, committee member, students and volunteers to consider the possible implications of participation. The following advice should be considered if involved in social networking:

- Personal details are never shared with children's parents/carers such as private email address, telephone number or home address. It is recommended that staff ensure that all possible privacy settings are activated to prevent members of the public from making contact on personal profiles. The simplest and most effective way to do this is to remove details from search results and turn off public visibility.
- Staff should not engage in personal online contact with children's parents and carers outside of Manager/Pre School Chairs authorised systems (e.g. school/education setting or other establishment email account for parent partnership purposes).
- Staff should ensure that full privacy settings are in place to prevent children's parents and carers from accessing photo albums or personal information.
- Staff are advised against accepting invites from children's parents and carers to ensure that the relationship remains on a professional footing, ensuring that confidentiality and children's safety is not compromised.

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## Health and safety general standards

### Policy statement

Our setting believes that the health and safety of children is of paramount importance. We make our setting a safe and healthy place for children, parents, staff and volunteers.

- We aim to make children, parent/parents, staff and volunteers aware of health and safety issues and to minimise the hazards and risks to enable the children to thrive in a healthy and safe environment.
  - Our member of staff responsible for health and safety is: **Diana André**
  - She is competent to carry out these responsibilities.
  - She has undertaken health and safety training and regularly updates her knowledge and understanding.
  - We display the necessary health and safety poster in: **Main Room**
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### Insurance cover

We have public liability insurance and employers' liability insurance. The certificate for public liability insurance is displayed in: **Main Room**

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## Procedures

### Awareness Raising

Our induction training for staff and volunteers includes a clear explanation of health and safety issues, so that all adults are able to adhere to our policy and procedures as they understand their shared responsibility for health and safety. The induction training covers matters of employee well-being, including safe lifting and the storage of potentially dangerous substances.

- Records are kept of these induction training sessions and new staff and volunteers are asked to sign the records to confirm that they have taken part.
- Health and safety issues are explained to the parent/parents of new children, so that they understand the part played by these issues in the daily life of the setting.
- As necessary, health and safety training is included in the annual training plans of staff, and health and safety is discussed regularly at staff meetings.
- We operate a no-smoking policy throughout the setting premises.
- Children are made aware of health and safety issues through discussions, planned activities and routines.

### Safety of adults

- Adults are provided with guidance about the safe storage, movement, lifting and erection of large pieces of equipment.
- When adults need to reach up to store equipment or to change light bulbs, they are provided with safe equipment to do so.

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- All warning signs are clear and in appropriate languages.
- Adults do not remain in the building on their own or leave on their own after dark.
- The sickness of staff and their involvement in accidents is recorded. The records are reviewed termly to identify any issues that need to be addressed.
- We keep a record of all substances that may be hazardous to health - such as cleaning chemicals, or gardening chemicals if used. This states what the risks are and what to do if they have contact with eyes or skin or are ingested. It also states where they are stored.
- We keep all cleaning chemicals in their original containers.

## *Windows*

- Low level windows are made from materials that prevent accidental breakage or are made safe.
- There are no windows above the ground floor.

## *Doors*

- We take precautions to prevent children's fingers from being trapped in doors.

## *Floors*

- All floor surfaces are checked daily to ensure they are clean and not uneven, wet or damaged.

## *Electrical/gas equipment*

- All electrical/gas equipment conforms to safety requirements and is checked regularly.
- Our boiler/electrical switch gear/meter cupboard is not accessible to the children.
- Fires, heaters, electric sockets, wires and leads are properly guarded and the children are taught not to touch them.
- There are sufficient sockets to prevent overloading.
- The temperature of hot water is controlled to prevent scalds.
- Lighting and ventilation is adequate in all areas including storage areas.

## *Storage*

- All resources and materials, which are used by the children, are stored safely.
- All equipment and resources are stored or stacked safely to prevent them accidentally falling or collapsing.

## *Outdoor area*

- Our outdoor area is securely fenced.
- Our outdoor area is checked for safety and cleared of rubbish daily and before it is used.
- Adults and children are alerted to the dangers of poisonous plants, herbicides and pesticides.
- Where water can form a pool on equipment, it is emptied before children start playing outside.
- Our outdoor sand pit is covered when not in use and is cleaned regularly.
- All outdoor activities are supervised at all times.

## *Hygiene*

- We seek information from the Health Protection Agency to ensure that we keep up-to-date with the latest recommendations.
- Our daily routines encourage the children to learn about personal hygiene.

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- We have a daily cleaning routine for the setting, which includes the play room(s), kitchen, rest area, toilets and nappy changing areas.
- We have a schedule for cleaning resources and equipment, dressing-up clothes and furnishings.
- The toilet area has a high standard of hygiene, including hand washing and drying facilities and disposal facilities for nappies.
- We implement good hygiene practices by:
  - cleaning tables between activities;
  - cleaning and checking toilets regularly;
  - wearing protective clothing - such as aprons and disposable gloves - as appropriate;
  - sets of clean clothes; (Provided by parent/parents)
  - providing tissues and wipes; and
  - ensuring individual use of paper towels .

## *Activities and resources*

- Before purchase or loan, equipment and resources are checked to ensure that they are safe for the ages and stages of the children currently attending the setting.
- The layout of play equipment allows adults and children to move safely and freely between activities.
- All equipment is regularly checked for cleanliness and safety, and any dangerous items are repaired or discarded.
- All materials, including paint and glue, are non-toxic.
- Sand is clean and suitable for children's play.
- Physical play is constantly supervised.
- Children are taught to handle and store tools safely.
- Children who are sleeping are checked regularly.
- Children learn about health, safety and personal hygiene through the activities we provide and the routines we follow.
- Any faulty equipment is removed from use and is repaired. If it cannot be repaired it is discarded.
- Large pieces of equipment are discarded only with the consent of the manager and the management team.

## **Legal framework**

- Health and Safety at Work Act (1974)
- Management of Health and Safety at Work Regulations (1999)
- Electricity at Work Regulations (1989)
- Control of Substances Hazardous to Health Regulations (COSHH) (2002)
- Manual Handling Operations Regulations (1992 (As Amended 2004))
- Health and Safety (Display Screen Equipment) Regulations (1992)

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## **Whistle-blowing Policy**

Whistleblowing is raising a concern about misconduct or malpractice within an organisation.

Our setting is committed to delivering a high quality service which is accountable and maintains public confidence.

Our setting will not accept or condone any behaviour by staff or other adults associated with the setting that is contrary to the setting's aims and objectives, policies and procedures.

This policy provides staff, students and volunteers with protection from victimisation or punishment where they raise a genuine concern about misconduct or malpractice within the setting. The policy is underpinned by the Public Interest Disclosure Act 1998, which encourages people to raise concerns about misconduct or malpractice in the workplace, in order to promote good governance and accountability in the public interest. The Act covers behaviour, which amounts to:

- A criminal offence
- Failure to comply with any legal obligation
- A miscarriage of justice
- Danger to health and safety of an individual and/or environment
- Deliberate concealment of information about any of the above.

This policy does not replace the setting's Grievance Procedure or Complaints Policy, but is designed to nurture a culture of openness and transparency within the setting, which makes it safe and acceptable for staff, students and volunteers to raise, in good faith, a concern they may have about misconduct or malpractice, by ensuring that:

- Staff, students and volunteers are encouraged to report any instances of unsatisfactory practice that they observe at the setting
- Staff, students and volunteers are encouraged to discuss any concerns they have at staff meetings, appraisals etc.
- An open door policy exists for all staff to enable them to express concerns at any time.
- Anonymous comment sheets are available in the staff room to allow staff to comment without fear of retribution from others.

Any member of staff, student or volunteer who wishes to raise such a concern should normally in the first instance report the matter to the manager who will advise of the action that will be taken in response to the concerns expressed. Concerns should be investigated (unless this is an allegation against a member of staff, student, volunteer or committee member) and resolved as quickly as possible.

If a member of staff, student or volunteer feels the matter cannot be discussed with the manager, he or she should contact the Chair of the Management Committee.

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## Equality, Inclusion and Valuing Diversity Policy

### Statement of intent

We will ensure that our service is fully inclusive in meeting the needs of all children, particularly those that arise from their ethnic heritage, social and economic background, gender, ability or disability.

Our setting is committed to anti-discriminatory practice to promote equality of opportunity and valuing diversity for all children and families.

### Aim

We aim to:

- provide a secure and accessible environment in which all our children can flourish and in which all contributions are considered and valued
- include and value the contribution of all families to our understanding of equality and diversity
- provide positive non-stereotyping information about gender roles, diverse ethnic and cultural groups and disabled people
- improve our knowledge and understanding of issues of anti-discriminatory practice, promoting equality and valuing diversity
- make inclusion a thread that runs through all of the activities of the setting

The legal framework for this policy is:

- The Equality Act 2006
- Disability Discrimination Act (DDA) 1995, 2005
- Race Relations Act 1976
- Race Relations Amendment Act 2000
- Sex Discrimination Act 1976, 1986
- Children Act 1989, 2004
- Special Educational Needs and Disability Act 2001

### Method

In order to meet our legal duties, promote equality and inclusion in our setting and value diversity we follow these procedures:

#### *Admissions*

- Our setting is open to all members of the community.
- We advertise our service widely.
- We reflect the diversity of members of our society in our publicity and promotional materials.
- We provide information in clear, concise language, whether in spoken or written form.
- We provide information in as many languages as possible.
- We base our admissions policy on a fair system.
- We ensure that all parents are made aware of our equality and diversity policy and all other relevant policies.
- We do not discriminate against a child or their family, or prevent entry to our setting, on the basis of colour, ethnicity, religion or social background, such as being a member of a Travelling community or an asylum seeker.
- We do not discriminate against a disabled child or refuse a child entry to our setting for reasons relating to disability.
- We ensure wherever possible that we have a balanced intake of boys and girls in the setting.
- We develop an action plan to ensure that all individuals can participate successfully in the services offered by the setting and in the curriculum offered.

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- We take action against any discriminatory behaviour by staff or parents. Displaying of openly discriminatory and possibly offensive materials, name calling, or threatening behaviour are unacceptable on or around the premises and will be dealt with in the strongest manner.

## *Employment*

- Posts are advertised and all applicants are judged against explicit and fair criteria.
- Applicants are welcome from all backgrounds and posts are open to all.
- We may use exemption clauses in relevant legislation to enable the service to best meet the needs of the community.
- The applicant who best meets the criteria is offered the post, subject to references and checks by the Disclosure and Barring Service. This ensures fairness in the selection process.
- All job descriptions include a commitment to valuing equality and recognising and respecting diversity as part of their specifications.
- We monitor our application process to ensure that it is fair and accessible.

## *Training*

- We seek out training opportunities for staff and volunteers to enable them to develop anti-discriminatory and inclusive practices, which enable all children to flourish.
- We ensure that staff are confident and fully trained in administering relevant medicines and performing invasive care procedures.
- We review our practices to ensure that we are fully implementing our policy for promoting equality, valuing diversity and inclusion.

## *Curriculum and environment*

The curriculum offered in the setting encourages children to develop positive attitudes about themselves as well as to people who are different from themselves. It encourages children to empathise with others and to begin to develop the skills of critical thinking.

The environment is accessible for all visitors and service users. If access to the settings is found to treat disabled children or adults less favourably then reasonable adjustments will be made to accommodate the needs of disabled children and adults.

We do this by:

- making children feel valued and good about themselves
- undertaking an access audit to establish if the setting is accessible to all children
- making adjustments to the environment and resources to accommodate a wide range of learning, physical and sensory impairments
- making appropriate provision within the curriculum to ensure each child receives the widest possible opportunity to develop their skills and abilities; e.g. recognising the different learning styles of girls and boys
- positively reflecting the widest possible range of communities in the choice of resources
- avoiding stereotypes or derogatory images in the selection of books or other visual materials
- celebrating a wide range of festivals
- creating an environment of mutual respect and tolerance
- differentiating the curriculum to meet children's special educational needs
- helping children to understand that discriminatory behaviour and remarks are hurtful and unacceptable
- ensuring that children learning English as an additional language have full access to the curriculum and are supported in their learning
- ensuring that children speaking languages other than English are supported in the maintenance and development of their home languages

## *Valuing diversity in families*

- We welcome the diversity of family lifestyles and work with all families.
- We encourage children to contribute stories of their everyday life to the setting.

# HAPPY FACES PRE-SCHOOL

**Jane Garrod House, Colne Valley Road, Haverhill, Suffolk. CB9 8DT  
Telephone 01440 762515**

- We encourage parents/carers to take part in the life of the setting and to contribute fully.
- For families who speak languages in addition to English, we will develop means to ensure their full inclusion.
- We offer a flexible payment system for families of differing means and offer information regarding sources of financial support.

## *Food*

- We work in partnership with parents to ensure that the medical, cultural and dietary needs of children are met.
- We help children to learn about a range of food, and of cultural approaches to mealtimes and eating, and to respect the differences among them.

## *Meetings*

- Meetings are arranged to ensure that all families who wish to may be involved in the running of the setting.
- Information about meetings is communicated in a variety of ways - written, verbal and in translation - to ensure that all parents have information about and access to the meetings.

## **Monitoring and reviewing**

- To ensure our policy and procedures remain effective we will monitor and review them annually to ensure our strategies meet the overall aims to promote equality, inclusion and valuing diversity.
- We provide a complaints procedure.