



The Close Day Nursery School is not only aware of the vital policy in protecting the children in our care but it also has a duty of care to protect its staff especially in the open field of accusations of “abuse” in whatever form.

The Close Day Nursery School goes to great lengths to verify the staff that it employs and prides itself in having a small, but close knit and happy band of employees. Many of the staff have worked in the nursery for several years. This has allowed the formation of close working relationships both at work and outside. We operate an “aware culture”, always looking around and monitoring the situations that surround us. This enables us to be aware of any problems that may be arising both between staff, staff and children and between parents and children or staff.

In essence we aim to remain small enough so as to know each other sufficiently to be able to pick up on any problems that may be arising and to assist in remedying them at the earliest opportunity.

We strive to have the very highest regard and relationships with parents/carers. We are always available to discuss any matters at any time. We greet parents and children alike at the beginning and end of each session and we hold formal parents evenings in May or June. Social events where staff, children and parents and friends can meet are also held. All these increase the customer/client interface and build on the levels of confidence between all parties.

When recruiting staff the relevant checks via the DBS are always carried out. Any problems that this might highlight would be dealt with at once and if necessary employment ceased. Contracts issued in advance are always subject to satisfactory checks and references. Reasons for leaving last employment would also be sought both from the candidate and referee.

Staff and students that are not Police checked (DBS approved) are not allowed to assist children whilst in the toilets or during nappy changing. They can help with hand washing.

Note

If an accusation was reported that was of a sufficiently serious nature to warrant that person being suspended, in most cases this would be on full pay until the dispute was settled. We would always contact the Local Authority Designated Officer (LADO) to assist in these matters.

Steps to be taken if an accusation is made

If an allegation of abuse was made against a staff member then it would normally be via one of four sources:

1. Directly from a parent / carer
2. Directly from a child
3. Directly from an authority such as Social Services
4. From one member of staff about another.

The form of the “abuse” would usually fall into one of the following categories:

1. Neglect
2. Verbal
3. Physical
4. Sexual

In any of the above events it would be the duty of the manager to take written notes of the accusation and preferably have them witnessed. Further investigation would be needed by the manager with the assistance of the LADO. In most cases it would be hoped that matters can be resolved quickly and effectively and to everyone’s satisfaction. The incident would be logged and a record kept in staff members file and retained securely in the office.

Depending on advice received, OFSTED and the Insurance Company would need to be advised and the services of a solicitor may also be required.

The duty of the nursery

- To keep everyone informed as to what is going on, but not to release prejudicial or detailed, specific information.
- To keep an open mind
- To only release information (especially to the press) through one central point i.e. via senior management in order to prevent misinformation and panic; and to ensure information is updated effectively.
- To maintain the efficient and continued working of the nursery
- To reassure parents / carers of the standards of care we offer and to build on the relationships that have been formed.

Please refer to mobile phone and Internet use policy for additional guidance