**Operational Policies and Procedures**

**Daily operational and security procedures**

Before the start of each week, members of staff are required to read the confidential iPal register with comprehensive details of each child including children with additional needs, allergies or any concerns which are highlighted.

**Our target staff ratios are;**

1 staff member to 8 children for EYFS aged children. 1 staff member to 10 children for Y1-6 aged children. 1 staff member to 15 children for school year 6 and up.

Each day a member of staff is stationed at the front door or gate, dependent on weather, to greet and welcome children and parents/carers, and to discreetly monitor who is entering or exiting the setting.

All children must be signed in and out and staff must be notified of who will be collecting the child. A child will never be handed to an unauthorised adult.

After arrival time, the front gate is locked, and visitors are required to telephone for access. Visitors are never left alone with children. Visitors, other than parents/carers collecting early or dropping late, are required to sign in stating the time of and reason for their visit. Unauthorised persons will be asked to leave and escorted from the premises.

Those children to whom it applies (during holiday provision) remain inside during early drop-off and late stay.

At 9.20 all the children are gathered for a ‘meet and greet’ from staff, and to be told the general itinerary for the day. A roll-call and head count is taken and any amendments to the pre-printed register are made. The children are given a fun and interactive fire and safety drill and also encouraged to share ideas and preferred activities they hope to engage in that day.

Children are registered at the beginning of both the morning and afternoon sessions. When a child leaves the setting with their parent/carer or agreed adult, a member of staff will sign them out immediately to ensure there is always a clear record of which children are on-site at any time.

On outings to the wider environment children will remain in designated groups under close staff supervision and head counts are taken at regular intervals to prevent an incident where a child might become lost.

Children are gathered in the baserooms/barn to watch a film or enjoy quiet crafts at the end of the day. This allows for a calm and orderly collection by parents/carers and for managers to discuss any issues privately with parents/carers.

Staff monitor the exits/entrances to the premises throughout the session.

Children are not allowed to leave the setting during the session, unless prior permission has been given by parents/carers (for example to attend other activities).

**Staff use of mobile phones and cameras**

The manager/supervisor always carries the setting mobile phone. The mobile phone is passcode protected and the setting follows GDPR and is registered with the ICO. Staff are allowed to keep their personal mobile phones on them, but they must be kept out of sight of the children during working hours and Bluetooth turned off.

Except for:

* a situation where it is in the interests of safety to contact a colleague or emergency services. We are a setting with an outdoor ethos and spread over a wide site therefore we have developed this policy.
* when staff are taking photographs or videos of Manor Farm children to document childrens’ progress – see below.

Staff are permitted to use the setting camera or their own mobile phone camera to take pictures & video of Manor Farm children in setting to document progress. These photos & videos must be securely downloaded onto encrypted setting devices and immediately deleted from staff phones and iCloud storage. Senior Leadership will periodically check staff phones to ensure images are being deleted.

If a member of staff needs to make an urgent personal call, they can use the office phone or make a personal call from their mobile in the designated staff room.

Photos / video may be taken for publicity purposes and to share on our social media sites only with the prior agreement of parents/carers.

Before undertaking any intimate care, staff must hand their phone or camera enabled smartwatch onto another member of staff who is not providing the intimate care. Please also see our **Intimate Care Policy.**

Children bring their own snacks, lunch and drinks; water bottles are always accessible, and children are encouraged to drink and to ask staff for water top ups regularly. **We are a nut free site.** All cookery activities are overseen by a staff member with an appropriate food hygiene certificate.

There will always be a quiet, private area for staff should they need it.

There will always be a quiet, comfy rest area should children need it.