



Policies and Procedures

Contents

1. Accident and Illness Policy.....	4
1.1. First Aid.....	4
1.2. Procedure for minor injury or illness.....	4
1.3. Procedure for a major injury or serious illness.....	4
1.4. Communicable diseases and conditions.....	5
1.5. Useful Contacts.....	5
1.6. Minimum exclusion periods for infections conditions and diseases.....	5
2. Administering Medication Policy.....	9
2.1. Prescription Medication.....	9
2.2. Non-prescription Medication.....	9
2.3. Procedure for administering medication.....	9
2.4. Specialist Training.....	10
2.5. Changes to medication.....	10
2.6. Long term conditions.....	10
2.7. Allergy and Anaphylaxis Policy.....	10
3. Behaviour Management Policy.....	11
3.1. Dealing with inappropriate behaviour.....	11
3.2. Physical intervention.....	12
4. Complaints Policy.....	13
4.1. Stage one.....	13
4.2. Stage two.....	13
4.3. Making a complaint to Ofsted.....	13
5. Data Protection Policy.....	15
5.1. Confidentiality.....	15
5.2. Subject access requests.....	15
6. Equality and Diversity Policy.....	16
6.1. Challenging inappropriate attitudes and practices.....	16
6.2. Racial harassment.....	16
6.3. Promoting equal opportunities.....	16
6.4. Children with additional needs.....	16
6.5. Special Educational Needs Coordinator.....	17
7. Safer Recruitment Policy.....	18
7.1. Advertising the vacancy.....	18
7.2. Appointing a new member of staff.....	18
7.3. DBS Checks.....	19
7.4. Immigration Status.....	20
7.5. Equality Act.....	20
8. Early Years Foundation Stage Policy.....	21
9. Health and Safety Policy.....	22
9.1. Responsibilities of the registered person.....	22
9.2. Responsibilities of the manager.....	22
9.3. Security.....	23

9.4. Lone Working.....	23
9.5. Toys and equipment.....	23
9.6. Food and personal hygiene.....	23
9.7. Dealing with body fluids.....	24
9.8. Staffing levels.....	24
9.9. Emergency evacuation / closure procedure.....	24
9.9.1. Severe Weather.....	24
9.9.2. Emergency Evacuation.....	25
10. Intimate Care Policy	26
11. Missing Child Procedure.....	29
12. Safeguarding Policy.....	30
11.1. Child abuse, neglect and exploitation.....	30
11.2. Signs of child abuse, neglect and exploitation.....	30
11.3. Peer-on-peer abuse.....	31
11.4. Child criminal exploitation and child sexual exploitation.....	32
11.5. Extremism and radicalisation.....	32
11.6. Allegations against staff.....	33
11.7. Lower level concerns (LLCs).....	33
11.7.1. Reporting and Responding to Low Level Concerns.....	34
11.8. Promoting awareness among staff.....	34
11.9. Use of mobile phones and cameras.....	34
11.10. Contact numbers.....	34
13. Uncollected Children Policy.....	35
12.1. Managing persistent lateness.....	35
14. Visitors Policy.....	36
15. Staff Behaviour Policy.....	37
14.1. Behaviour.....	37
14.2. Dress Code.....	37
14.3. Confidentiality and Social Media.....	37
14.4. Use of mobile phones and cameras.....	37
14.5. Smoking, alcohol and drugs.....	38
16. Resolving Workplace Issues Policy.....	39
15.1. Key Definitions.....	39
15.2. Principles.....	39
15.3. Raising and Resolving a workplace issue informally.....	39
15.4. Raising and Resolving a workplace issue formally.....	40
15.4.1. Stage 1: Lodging A formal workplace issue.....	40
15.4.2. Stage 2: Initial Meeting.....	40
15.4.3. Stage 3: Workplace Issue formal investigation.....	40
15.4.4. Stage 4: Workplace Issue appeal.....	41
15.5. Harassment and/or Bullying.....	41
15.6. Collective Workplace Issues.....	41
17. Disciplinary Policy.....	42
16.1. Managing a disciplinary matter.....	42
16.1.1. Initial Assessment.....	42

16.1.2. Informal Stage.....	43
16.1.3. Formal Stage Investigation.....	43
16.1.4. Formal Stage Hearing.....	43
16.1.5. Appeal.....	45
16.2. Other Policy Requirements.....	45
18. Capability Policy.....	48
17.1. Setting the Standard.....	48
17.2. Monitoring Capability through Supervision.....	49
17.3. Formal Capability Procedure.....	49
17.3.1. Procedure at Capability and Appeal Hearings.....	50
17.3.2. Stage One: First Capability Hearing: First Written Warning.....	51
17.3.3. Stage 2: Second Capability Hearing: Final Written Warning.....	52
17.3.4. Third Capability Hearing: Dismissal or Other Sanction.....	53
17.4. Appeals.....	53
17.5. Gross Incompetence.....	54
19. Whistleblowing Policy.....	55
18.1. How to make a disclosure.....	56
18.2. Resulting Action.....	56
18.3. Taking the matter further.....	56
18.4. Action and Support outside of the County Council.....	57
18.5. Failure to follow this procedure.....	57

1. Accident and Illness Policy

At Toast and Tea Ltd we will deal promptly and effectively with any illnesses or injuries that occur while the children are in our care. We take all practical steps to keep staff and children safe from communicable diseases. We record any accidents or illnesses, together with any treatment given, on an **Accident Record** or **Medication Administered** log, which the parent or carer will be asked to sign when they collect the child.

Toast and Tea Ltd cannot accept children who are ill. If any children are ill when they first arrive we will immediately notify parents to come and collect them. Any children who have been ill should not return until they are fully recovered, or until after the minimum exclusion period has expired (see table at the end of this policy).

1.1. First Aid

The name of the Designated First Aider(s) is displayed at all times at each Toast and Tea setting. First aid training will be renewed every three years.

The first aid boxes are regularly checked to ensure they are up to date, appropriate for children and comply with the Health and Safety (First Aid) regulations 1981.

The setting manager will ensure that a first aid kit is taken on all outings / to outside spaces as required.

1.2. Procedure for minor injury or illness

In the first instance, the designated first aider will be notified and take responsibility for deciding upon any appropriate action.

- If a child becomes ill and/or develops a fever (38 degrees+) during a session, the parent and/or emergency contact for the child will be asked to collect them as soon as possible. The child will be kept comfortable and will be closely supervised while waiting to be collected.
- If a child complains of illness which does not impair their overall well-being, the child will be monitored and the parent or carer informed when the child is collected.
- If a child suffers a minor injury, first aid will be administered and the child will be monitored for the remainder of the session. If necessary, the child's parents will be contacted to collect the child.

1.3. Procedure for a major injury or serious illness

In the event of a child becoming seriously ill or suffering a major injury, the first aider at the session will conduct an assessment to decide whether the child needs to go straight to hospital or whether it is safe for their parents or carer to arrive to collect.

- if the child needs to go straight to hospital, a member of staff will call an ambulance and parents and/or emergency contacts will be informed immediately. A member of staff will accompany the child to hospital if necessary. All relevant medical information will be taken.
- After any major incident, the setting manager and staff will conduct a debrief, and review the events and consider any changes that may need to be made to Toast and Tea's policies or procedures.

- Toast and Tea will notify Ofsted and child protection agencies in the event of any serious accident or injury in our care as soon as reasonably possible.
- HSE under RIDDOR will be notified in the case of a death or major injury on the premises (e.g. broken limbs, amputations, dislocations etc.)

1.4. Communicable diseases and conditions

If an infectious or communicable disease is detected at any of the Toast and Tea settings, we will inform parents and carers as soon as possible.

If a case of head lice is found at Toast and Tea, the child's parents will be discreetly informed when they collect the child. Other parents will be warned to check their own children for head lice without identifying the child affected.

If there is an incident of food poisoning affecting two or more children, the Setting Manager will inform Ofsted as soon as possible.

If there is an outbreak of a notifiable disease at Toast and Tea, we will inform the local health protection unit, HSE under RIDDOR (if appropriate), and Ofsted.

1.5. Useful Contacts

Health Protection Unit: public.health@hants.gov.uk or phone 0300 555 1386.

Ofsted: 0300 123 1231

RIDDOR Incident Contact Unit: 0845 300 99 23

1.6. Minimum exclusion periods for infections conditions and diseases

Infection	Exclusion period and Comments
Athlete's foot	None. Individuals should not be barefoot at their setting (for example in changing areas) and should not share towels, socks or shoes with others.
Chickenpox	At least 5 days from onset of rash and until all blisters have crusted over. Pregnant staff contacts should consult with their midwife or GP.
Cold sores (herpes simplex)	None. Avoid kissing and contact with the sores
Conjunctivitis	None. If an outbreak or cluster occurs, consult your local health protection team (HPT)

Respiratory infections, including COVID	Individuals should not attend if they have a high temperature and are unwell. Individuals with mild symptoms who are otherwise well can continue to attend their setting.
Diarrhoea and/or vomiting	Individuals can return 48 hours after diarrhoea and vomiting have stopped. If a particular cause for the diarrhoea and vomiting is identified, there may be additional exclusion advice, for example E.coli STEC and hep A.
Diphtheria	Exclusion is essential. Please contact your local HPT.
Flu (influenza) or influenza like illnesses	Until recovered.
Glandular fever	None.
Hand, foot and mouth	None. Contact your local HPT if a large number of children are affected. Exclusion may be considered in some circumstances
Hepatitis A	Exclude until 7 days after onset of jaundice (or 7 days after symptom onset if no jaundice). In an outbreak of hepatitis A, your local HPY will advise on control measures.
Hepatitis B, C, HIV	None. Hepatitis B and C and HIV are blood borne viruses that are not infectious through casual contact. Contact your UKHSA HPT for more advice.
Impetigo	Until lesions are crusted or healed, or 48 hours after starting antibiotic treatment.
Measles	4 days from onset of rash and well enough to attend. Pregnant staff contacts should seek prompt advice from their midwife or GP.
Meningococcal meningitis or septicaemia	Until re covered. Your local HPT will advise on any action needed.

Meningitis due to other bacteria	Until recovered. Your UKHSA HPT will advise on any action needed.
Meningitis viral	None. Milder illness than bacterial meningitis. Siblings and other close contacts of a case need not be excluded.
MRSA	None. Good hygiene, in particular handwashing and environmental cleaning are important to minimise spread.
Mumps	5 days after onset of swelling.
Ringworm	Not usually required. Treatment is needed and all contacts informed.
Rubella	5 days from onset of rash. Pregnant staff should seek prompt advice from their midwife or GP.
Scabies	Can return after first treatment. Household and close contacts require exclusion also, and same treatment at the same time.
Scarlet fever	Exclude until 24 hours after starting antibiotic treatment. A person is infectious for 2 to 3 weeks if antibiotics are not administered. In the event of 2 or more suspected cases, please contact your UKHSA HPT
Slapped cheek/ Parvovirus B19	None (once rash has developed). Pregnant contacts should consult with their midwife or GP.
Tonsillitis	None. There are many causes, but most cases are due to viruses and do not need or respond to antibiotic treatment
Tuberculosis	Until at least 2 weeks after the start of effective antibiotic treatment (if pulmonary TB). Your local HPT will organise any contact tracing. Exclusion not required for non-pulmonary or latent TB infection. Always consult your local HPT before disseminating information.

Whooping cough	2 days from starting antibiotic treatment, or 21 days from onset of symptoms if no antibiotics. After treatment, non-infectious coughing may continue for many weeks. Your local HPT will organise any contact tracing.
----------------	---

This policy was adopted by:	Elise Farzam	Date:	18/12/25
To be reviewed:	18/12/26	Signed:	EF

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare Requirements: Staff Qualifications, Training, Support and Skills [3.25], Accident or injury [3.51-3.52], Food and drink [3.48 – 3.49]*

2. Administering Medication Policy

If a child attending Toast and Tea Lts require medication of any kind, their parent or carer must complete a **Medication Consent Form** and/or a **Health Care Plan** in advance. Staff at the Club will not administer any medication without such prior written consent.

Ideally children should take their medication before arriving at the Club. If this is not possible, children will be encouraged to take personal responsibility for their medication, if appropriate. If children carry their own medication (e.g. asthma inhalers), the Club staff will offer to keep the medication safe until it is required. Inhalers must be labelled with the child's name, and have a prescription sticker from the doctor attached.

2.1. Prescription Medication

Toast and Tea staff will only administer medication that has been prescribed by a doctor, dentist, nurse or pharmacist. If a medicine contains aspirin, we can only administer it if it has been prescribed by a doctor. All prescription medication provided must have the prescription sticker attached which includes the child's name, the date, the type of medicine and the dosage.

2.2. Non-prescription Medication

If a child requires a non-prescription medication to be administered, we will consider this on a case by case basis after careful discussion with the parent or carer. We reserve the right to refuse to administer non-prescription medication.

2.3. Procedure for administering medication

A designated staff member will be responsible for administering medication or for witnessing self-administration by the child. The designated person will record receipt of the medication on a **Medication Log**, will check that the medication is properly labelled, and will ensure that it is stored securely during the session.

Before any medication is given, the designated person will:

- Check that the Club has received written consent
- Ask another member of staff to witness that the correct dosage is given.

When the medication has been administered, the designated person must:

- Record all relevant details on the **Record of Medication Given** form

When the medication is returned to the child's parent or carer, the designated person will record this on the **Medication Log**.

If a child refuses to take their medication, staff will not force them to do so. The manager and the child's parent or carer will be notified, and the incident recorded on the **Record of Medication Given**.

2.4. Specialist Training

Certain medications require specialist training before use, e.g. Epi Pens. If a child requires such medication the manager will arrange appropriate training as soon as possible. It may be necessary to absent the child until such training has been undertaken. Where specialist training is required, only appropriately trained staff may administer the medication.

2.5. Changes to medication

A child’s parent or carer must complete a new **Medication Consent Form** and **Health Care Plan** if there are any changes to a child’s medication (including change of dosage or frequency).

2.6. Long term conditions

If a child suffers from a long-term medical condition the Club will ask the child's parents to provide a medical care plan from their doctor, to clarify exactly what the symptoms and treatment are so that the Club has a clear statement of the child's medical requirements.

2.7. Allergy and Anaphylaxis Policy

Staff must check the medical needs and dietary requirement records before giving food to any child, cooking or administering medication or treatment!

Anaphylaxis is a severe, potentially life-threatening allergic reaction brought about by exposure to certain foods or substances, including peanut and peanut by-products, tree nuts, sesame seeds, dairy, egg, seafood, wheat, soy and sulphites, (a food additive). Non-food items such as latex and bee stings can also bring about a life-threatening reaction.

Named dietary requirement placemats should be placed under the associated childrens’ plates.

NO PEANUT OR TREE NUT PRODUCTS ARE ALLOWED AT THE CLUB AT ANYTIME.

This policy was adopted by:	Elise Farzam	Date:	18/12/25
To be reviewed:	18/12/26	Signed:	EF

Written in accordance with the *Early Years Foundation Stage (EYFS) statutory framework for Group and School-based providers (2024): Safeguarding and Welfare Requirements: Health [3.51-3.55]*

3. Behaviour Management Policy

Toast and Tea uses effective behaviour management strategies to promote the welfare and enjoyment of children attending the Club. Working in partnership with parents, we aim to manage behaviour using clear, consistent and positive strategies.

The Club's designated member of staff responsible for behaviour management is **Elise Farzam**.

Whilst at Toast and Tea we expect children to:

- Use socially acceptable behaviour
- Comply with the Club rules, which are compiled by the children attending the club
- Respect one another, accepting differences of race, gender, ability, age and religion
- Develop their independence by maintaining self-discipline
- Choose and participate in a variety of activities
- Ask for help if needed
- Enjoy their time at the Club

Positive behaviour is encouraged by:

- Staff acting as positive role models
- Praising appropriate behaviour
- Sticker rewards
- Informing parents about individual achievements
- Certificates for exceptional accomplishments
- Offering a variety of play opportunities to meet the needs of the children attending the Club

It is inevitable that as children develop and learn, there are times when they need support and guidance to understand that their behaviour is not acceptable. Staff at the Club will try to determine the cause or triggers of the inappropriate behaviour to prevent the situation from recurring.

3.1. Dealing with inappropriate behaviour

Challenging behaviour will be addressed in a calm, firm and positive manner.

- In the first instance, the child will be temporarily removed from the activity.
- Staff will discuss why the behaviour displayed is deemed inappropriate.
- Staff will give the child an opportunity to explain their behaviour, to help prevent a recurrence.
- Staff will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation.
- If the inappropriate behaviour appears to be as a result of boredom, staff will consult with the child to find activities that more fully engage them.
- Staff will consult with parents to formulate clear strategies for dealing with persistent inappropriate behaviour.

Corporal punishment or the threat of corporal punishment will never be used.

If after consultation with parents and the implementation of behaviour management strategies, a child continues to display inappropriate behaviour, the Club may decide to exclude the child in accordance with our **Suspensions and Exclusions policy**. The reasons and processes involved will be clearly explained to the child.

3.2. Physical intervention

Physical intervention will only be used as a last resort, when staff believe that action is necessary to prevent injury to the child or others, or to prevent significant damage to equipment or property, or to save lives.

If a member of staff has to physically intercept a child in order to keep them safe, the manager will be notified, and a record of the intervention will be completed in a **Behaviour Log** for the child. The incident will be discussed with the parent or carer as soon as possible.

If staff are not confident about their ability to contain a situation, they should call the manager or, in extreme cases, the police.

All serious incidents will be recorded and kept in the child’s file. This may be used to build a pattern of behaviour, which may indicate an unknown underlying cause. If a pattern of incidents indicates possible abuse, we will implement child protection procedures in accordance with our Safeguarding policy.

This policy was adopted by:	Elise Farzam	Date:	18/12/25
To be reviewed:	18/12/26	Signed:	EF

Written in accordance with the *Early Years Foundation Stage (EYFS) statutory framework for Group and School-based providers (2024): Safeguarding and Welfare requirements: Supporting and Understanding Children’s behaviour [3.58-3.60], Qualifications, training, support and skills [3.23-3.32] and Information for Parents and Carers [3.82]*

4. Complaints Policy

At Toast and Tea we aim to work in partnership with parents to deliver a high-quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy is always displayed on the premises. Records of all complaints are kept for at least three years. A summary of complaints is available for parents on request.

The setting manager is usually responsible for dealing with complaints. If the complaint is about the manager, the Director will investigate the matter. Any complaints received about staff members will be recorded on a **Low-Level Concerns form**. Any complaints made will be dealt with in the following manner:

4.1. Stage one

Complaints about aspects of Club activity:

- The manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- If appropriate the parent will be encouraged to discuss the matter with staff concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

4.2. Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the manager. The manager will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the Club's practices or policies as a result of the complaint.
- Meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis.

If child protection issues are raised, the manager will refer the situation to the Club's Designated Safeguarding Lead, who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the manager will contact the police.

4.3. Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about Toast and Tea at any time. Ofsted will consider and investigate all complaints. Ofsted's address is Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone: 0300 123 1231 (general enquiries)
0300 123 4666 (complaints)

This policy was adopted by:	Elise Farzam	Date:	18/12/25
To be reviewed:	18/12/26	Signed:	EF

Written in accordance with the *Early Years Foundation Stage (EYFS) statutory framework for Group and School-based providers (2024): Safeguarding and Welfare Requirements: Complaints [3.83-3.84]*.

5. Data Protection Policy

At Toast and Tea we respect the privacy of the children attending the Club and the privacy of their parents or carers, as well as the privacy of our staff. Our aim is to ensure that all those using and working at Toast and Tea can do so with confidence that their personal data is being kept secure. Our lead person for data protection is **Elise Farzam**. The lead person ensures that the Club meets the requirements of the GDPR, liaises with statutory bodies when necessary, and responds to any subject access requests.

5.1. Confidentiality

Some limited personal information is disclosed to authorised third parties we have engaged to process it, as part of the normal running of our business, for example in order to take online bookings, and to manage our payroll and accounts. Any such third parties comply with the strict data protection regulations of the GDPR.

5.2. Subject access requests

- Parents/carers can ask to see the information and records relating to their child, and/or any information that we keep about themselves.
- Staff and volunteers can ask to see any information that we keep about them.
- We will make the requested information available as soon as practicable and will respond to the request within one month at the latest.

If our information is found to be incorrect or out of date, we will update it promptly.

- Parents /carers can ask us to delete data, but this may mean that we can no longer provide care to the child as we have a legal obligation to keep certain data. In addition, even after a child has left our care, we must keep some data for specific periods so we will not be able to delete all data immediately.
- Staff and volunteers can ask us to delete their data, but this may mean that we can no longer employ them as we have a legal obligation to keep certain data. In addition, even after a staff member has left our employment, we must keep some data for specific periods so we will not be able to delete all data immediately.
- If any individual about whom we hold data has a complaint about how we have kept their information secure, or how we have responded to a subject access request, they may complain to the Information Commissioner’s Office (ICO).

We comply with the requirements of the General Data Protection Regulation (GDPR), regarding obtaining, storing and using personal data.

This policy was adopted by:	Elise Farzam	Date:	18/12/25
To be reviewed:	18/12/26	Signed:	EF

Written in accordance with the *Early Years Foundation Stage (EYFS) statutory framework for Group and School-based providers (2024)*:

Safeguarding and Welfare Requirements: Information and record keeping [3.77 -3.82].

6. Equality and Diversity Policy

To achieve the Club's objective of creating an environment free from discrimination and welcoming to all, the Club will:

- Respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping.
- Not discriminate against children on the grounds of disability, sexual orientation, class, family status or HIV/Aids status.
- Help all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities.
- Strive to ensure that children feel good about themselves and others, by celebrating the differences which make us all unique individuals.
- Ensure that its services are available to all parents/carers and children in the local community.
- Ensure that the Club's recruitment policies and procedures are open, fair and non-discriminatory.
- Work to fulfil all the legal requirements of the Equality Act 2010.
- We will monitor and review the effectiveness of our inclusive practice by conducting an Inclusion Audit on an annual basis.

6.1. Challenging inappropriate attitudes and practices

We will challenge inappropriate attitudes and practices by engaging children and adults in discussion, by displaying positive images of race and disability, and through our staff modelling anti-discriminatory behaviour always.

6.2. Racial harassment

The Club will not tolerate any form of racial harassment. The Club will challenge racist and discriminatory remarks, attitudes and behaviour from the children at the Club, from staff and from any other adults on Club premises (e.g. parents/carers collecting children).

6.3. Promoting equal opportunities

The Club's Equal Opportunities Named Coordinator (ENCO) is Elise Farzam. The ENCO is responsible for ensuring that:

- Staff receive relevant and appropriate training
- The **Equality and Diversity policy** is consistent with current legislation and guidance
- Appropriate action is taken wherever discriminatory behaviour, language or attitudes occur.

6.4. Children with additional needs

Our Club recognises that some children have additional needs or physical disabilities that require support and assistance. We will assess the individual needs of each child in consultation with their parents prior to their

attending the Club and will make reasonable adjustments to ensure that children can access our services and are made to feel welcome.

Where one-to-one support is required, we will assist parents in accessing the funding required to provide the additional care.

6.5. Special Educational Needs Coordinator

The Club’s Special Educational Needs Coordinator (SENCO) is **Elise Farzam** and **Jessica Hollick**. The SENCO will:

- Manage the provision for children with special educational needs or physical disabilities.
- Be fully trained and experienced in the care and assessment of such children.

All members of staff will assist the SENCO in caring for children with additional needs or physical disabilities.

This policy was adopted by:	Elise Farzam	Date:	18/12/25
To be reviewed:	18/12/26	Signed:	EF

Written in accordance with the *Early Years Foundation Stage (EYFS) statutory framework for Group and School-based providers (2024): Safeguarding and Welfare requirements: Qualifications, training, support and skills [3.23-3.28], Special Educational Needs [3.61]*

7. Safer Recruitment Policy

Toast and Tea Ltd uses safe recruitment practices to ensure that all people working with the children in our care are safe and qualified to do so. When recruiting paid staff or volunteers, we will follow the procedures set out below.

7.1. Advertising the vacancy

We will advertise all vacancies, and any job advertisements will include a statement about our commitment to safeguard children.

Upon enquiring about a vacancy, we will send potential candidates:

- A Job description
- A request for a CV

7.2. Appointing a new member of staff

All candidates will be asked to come in for an interview at a time convenient for both parties. This will be conducted by the Setting Manager(s) and/or the Director of Toast and Tea Ltd.

- All candidates will be asked the same set of questions.
- We may ask additional questions about any other issues that may arise from their application. For example, the interviewers will follow up any gaps in employment history rigorously and ensure they are satisfied with the explanation given, undertaking additional checks if necessary.
- We ask all candidates to participate in 1 or 2 trial sessions with the children for an hour so that they can be observed interacting with the staff and children. When we have interviewed and observed all candidates. We will make our final decision.

When we have selected a successful candidate, we will:

- Send the successful candidate a written offer of employment, which will clearly state that it is subject to the receipt of suitable references and full sight of a satisfactory Enhanced DBS certificate.
- Request for 2 referees, one of which should be the last employer (if this is the candidate's first job, their course tutor is a suitable alternative). We will then contact referees for a reference, including asking them if they have any child protection concerns about the candidate.
- Ask the candidates to provide proof of identity (e.g. passport, driving licence or birth certificate), proof of current address (e.g. utility bill dated within 3 months) or bank statement.
- If the candidate has an enhanced DBS check on the update service, conduct an online status check.
- Initiate a DBS check for the candidate, if they do not have an enhanced DBS check on the update service.
- Ask the candidate to complete a health declaration
- Take copies of the successful applicants qualification certificates and take details of the proof of identity documents and keep these on file.
- For non British nationals, we will require proof of the right to work in the UK (as required by the Asylum and Immigration Act)

The club cannot employ staff or volunteers who have been convicted of an offence or have been subject to an order that disqualifies them from registration under section 75 of the Childcare Act 2006. All new staff must sign a declaration that they are not disqualified when they commence employment and all existing staff must sign the declaration annually to confirm that their status has not changed. If a member of staff becomes disqualified during their employment with us, we will terminate their employment and notify Ofsted.

When a new member of staff starts work at Toast and Tea Ltd, we will give them:

- A statement of terms and conditions of employment, this must be signed by the employee and kept on file.
- A copy of all club policies and procedures, and ensure they sign a policy confirmation to confirm that they have read and understood them.
- We will conduct a full onboarding and induction procedure with all new members of staff.

7.3. DBS Checks

We will obtain enhanced DBS disclosures for all staff, students and volunteers who will work unsupervised with the children on a regular basis, or who have access to children's information.

- If candidates have subscribed to the DBS Update service, we will carefully review their current DBS certificate and then check their status online.
- If there has been a change in their status since their last DBS certificate was issued, we will obtain a new enhanced DBS disclosure for them.
- Additional criminal records checks will be made for anyone who has lived abroad.

New staff will only be allowed to have unsupervised contact with children when we have had full sight of a satisfactory Enhanced DBS certificate for them.

When we appoint a member of staff we will keep a record of the date of issue of the DBS certificate together with the number of their DBS disclosure on our DBS central record. We will update the DBS checks of all staff every 3 years and/or review Update service checks every 3 years.

DBS checks with any recorded information (positive DBS)

If the DBS check returns showing criminal records information relating to harm to children or young people, violence, sexual assault, child sexual abuse images, terrorism offences, or anything else that might indicate they are unsuitable to work with children, the manager will firstly check the list of offences that automatically disqualify a person from working with children under the terms of the Childcare Act 2006. The list is available here: <https://www.gov.uk/government/publications/disqualification-under-the-childcare-act-2006>

- The manager may seek further advice from children's social care or the LADO (Local Area Designated Officer) if they are unsure whether the disclosed offence is on the list of disqualifiable offences.
- If the candidate's offences disqualify them from working with children then the offer of employment will be withdrawn.
- If the offence shown on the disclosure is not on the list of disqualifying offences, but still gives cause for concern, for example if offences relating to theft or fraud or anything else that might pose a risk to the integrity of the company, the manager may choose to seek further advice (eg from UNLOCK or NACRO) to help inform their decision.
- Where the offences are more minor and where children are unlikely to be at risk of harm, the club will decide on a case by case basis whether to confirm the appointment. This decision will be subject to undertaking a risk assessment of the applicants criminal record. This will include giving the applicant the opportunity to provide an explanation for the offences, as well as the circumstances at the time. We will assess the applicant's attitude to their offences, and whether they would act differently now.

In all cases, we will discuss any matter revealed on a DBS certificate with the applicant before withdrawing the conditional offer of employment.

7.4. Immigration Status

The management is aware of Asylum and Immigration Act requirements and will check the eligibility of all new starters to work in the UK. Candidates are expected to provide documents confirming their status, usually a driving licence, passport, and NI number.

7.5. Equality Act

At all points during the recruitment process, Toast and Tea Ltd will comply with the Equality Act 2010 to ensure the fair and equal treatment of applicants of different gender, race, and sexual orientation etc.

This policy was adopted by:	Elise Farzam	Date:	18/12/25
To be reviewed:	18/12/26	Signed:	EF

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare Requirements: Child protection [3.4-3.8] and Suitable people [3.9-3.13].KCSiE 2024

8. Early Years Foundation Stage Policy

Toast and Tea is committed to meeting the requirements of the *Early Years Foundation Stage (EYFS) statutory framework for Group and School-based providers (2024)*. EYFS applies to all children from birth through to the end of their reception year. More information about EYFS is available from the Department for Education’s website.

The designated EYFS coordinator at the Club is **Elise Farzam** who is responsible for:

- Identifying EYFS children when they join the Club, and informing the other staff
- Determining the primary EYFS provider (typically, the school) for each child
- Assigning a key person for each EYFS child
- Implementing a communication book, so that the parents, Club and the primary EYFS provider can easily exchange information
- Agreeing information sharing policies with the primary EYFS provider and gaining parental consent for this where necessary
- Liaising with the primary EYFS provider to discuss what support the Club offers to EYFS children

The Club provides a mix of adult-led and child-initiated activities. The Club always follows play principles, allowing children to choose how they occupy their time, and never forces them to participate.

We recognise the four overarching principles of EYFS:

- **A Unique Child:** Every child is constantly learning and can be resilient, capable, confident and self-assured. We use positive encouragement and praise to motivate the children in our care.
- **Positive Relationships:** Children learn to be strong and independent through positive relationships. We aim to develop caring, respectful, professional relationships with the children and their families.
- **Enabling Environments:** Children learn and develop well in environments in which their experiences respond to their individual needs and where there is a strong partnership between practitioners and parents/carers. We observe children in order to understand their current interests and development before planning appropriate play-based activities for them.
- **Children develop and learn in different ways and at different rates.** The EYFS framework covers the education and care of all children in Early Years provision, including children with special educational needs and disabilities. We tailor the experiences we offer the children in our care according to their individual needs and abilities

This policy was adopted by:	Elise Farzam	Date:	18/12/25
To be reviewed:	18/12/26	Signed:	EF

Written in accordance with the *Early Years Foundation Stage (EYFS) statutory framework for Group and School-based providers (2024)*

9. Health and Safety Policy

Toast and Tea considers health and safety to be of utmost importance. We comply with The Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1992 always.

The Club has appropriate insurance cover, including employer's liability insurance and public liability insurance.

Each member of staff follows the Club's **Health and Safety** policy and is responsible for:

- Maintaining a safe environment
- Taking reasonable care for the health and safety of themselves and others attending the Club
- Reporting all accidents and incidents which have caused injury or damage or may do so in the future
- Undertaking relevant health and safety training when required to do so by the manager.

Any member of staff who disregards safety instructions or recognised safe practices will be subject to disciplinary procedures.

9.1. Responsibilities of the registered person

The registered person for the setting holds ultimate responsibility and liability for the safe operation of the Club. The registered person will ensure that:

- They nominate a Health and Safety Officer. The designated health and safety officer is **Elise Farzam**
- A copy of the current Health and Safety At work poster is displayed
- All staff receive information on health and safety matters, and receive training where necessary
- The **Health and Safety** policy and procedures are reviewed regularly
- Staff understand and follow health and safety procedures
- Resources are provided to meet the Club's health and safety responsibilities
- All accidents, incidents and dangerous occurrences are properly reported and recorded. This includes informing Ofsted, child protection agencies and the Health and Safety Executive under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) where appropriate.
- All reported accidents, incidents and dangerous occurrences are reviewed, so that preventative measures can be taken.

9.2. Responsibilities of the manager

The Setting Manager is responsible for ensuring that at each session:

- Premises are clean, well lit, adequately ventilated and maintained at an appropriate temperature
- The premises are used by and solely available to the Club during opening hours
- All the Club's equipment is safely and securely stored
- Children are only allowed in the kitchen if properly supervised (e.g. for a cooking activity)
- A working telephone is always available on the premises
- Chemicals and cleaning materials are stored appropriately, and in accordance with COSHH data sheets.
- External pathways are cleared in severe weather
- Daily environment checks are carried out in accordance with our **Risk Assessments**.

9.3. Security

Children are not allowed to leave the Club premises during the session unless prior permission has been given by the parents (for example, to attend other extra-curricular activities).

During Club sessions all external doors are kept locked, except for fire doors which are alarmed. Staff monitor the entrances and exits to the premises throughout the session.

All visitors to the Club must sign the **Visitor Log** and give the reason for their visit.

Visitors will never be left alone with the children.

Security procedures will be regularly reviewed by the manager, in consultation with staff and parents.

9.4. Lone Working

The safety and welfare of our staff and children in our care is paramount. It is best practice for at least two members of staff to be on duty at any one time, but situations may arise where it is not possible. When it is necessary for only one member of staff to be on duty we will follow the procedures set out below;

- A full risk assessment for lone working will be conducted
- There will always be another setting manager available who can be summoned in case of emergencies.
- The other setting manager must be able to be on site in under 30 minutes.
- When a member of staff is working alone, they must keep all children “within sight or hearing at all times” as required by EYFS 2018.
- If intimate care is given, a record will be made using the **Intimate Care log**, and parents will be informed on the next collection or drop off of their child.

Related policies: Safeguarding policy, Emergency closure and evacuation policy, Intimate care policy, Illness and accidents policy

9.5. Toys and equipment

All furniture, toys and equipment are kept clean, well maintained and in good repair. We select toys, equipment and resources with care, and we carry out risk assessments before the children can use them. Broken toys and equipment are disposed of promptly.

We ensure that any flammable equipment is stored safely.

9.6. Food and personal hygiene

Staff at Toast and Tea maintain high standards of personal hygiene and take all practicable steps to prevent and control the spread of infection.

- A generally clean environment is always maintained.
- Toilets are cleaned daily and soap and hand drying facilities are always available.
- Staff are trained in food hygiene and follow appropriate guidelines.

- Waste is disposed of safely and all bins are kept covered.
- Staff ensure that children wash their hands before handling food or drink and after using the toilet.
- Cuts and abrasions (whether on children or staff) are kept covered.

9.7. Dealing with body fluids

Spillages of blood, vomit, urine and faeces will be cleaned up immediately in accordance with our **Intimate Care** policy.

9.8. Staffing levels

Staff ratios and levels of supervision are always appropriate to the number, ages and abilities of the children present, and to the risks associated with the activities being undertaken.

9.9. Emergency evacuation / closure procedure

Toast and Tea Ltd endeavour to make every effort to keep the Club open, but in exceptional circumstances, we may need to close at short notice. Possible reasons for emergency closure include, but are not exclusive to:

- Serious weather conditions, including snow
- Power outages
- Heating system failure
- Flooding and/or burst water pipes
- Fire or bomb scare/explosion
- Death of a staff member or child
- Assault on a staff member or child
- Serious accident or illness within the setting

9.9.1. Severe Weather

In the event of disruption caused by heavy snow or other severe weather, the prime concern will always be the safety of the children, staff and parents.

Any decision whether or not to open Toast and Tea Ltd lies with the Director, Elise Farzam, and the decisions of the individual schools that we operate within, or are associated with. Risk assessments will be conducted and factors taken into account will include site conditions, weather conditions and road/pathway conditions, and how these could affect the health and safety of all children, staff and parents.

If the school we operate within or are associated with makes the decision to close, Toast and Tea Ltd will not be able to operate.

When a decision has been made, or the school makes a decision, we will endeavour to communicate this to parents of attending children as early as possible.

9.9.2. Emergency Evacuation

In the event of an emergency, our primary concern will be to ensure that both children and staff are kept safe. If it is necessary to evacuate the Club, the following steps will be taken:

- If appropriate, the setting manager or lead childcare assistant will contact the emergency services.
- All children will be escorted from the building to the designated assembly point using the nearest safe exit.
- No personal belongings will be collected, and staff and children will not re-enter the building
- The setting manager or lead childcare assistant will check the premises and collect the register, setting phone and any emergency contact details as necessary, providing this does not put anyone at risk.
- The register will be taken and all children and staff accounted for. If any person is missing from this register, the emergency services will be informed immediately.
- The setting manager or lead childcare assistant will contact parents to collect their children.
- All children will be supervised until they are safely collected.
- If, after every attempt to contact parents and emergency contacts, a child's parents cannot be reached, the club will follow its **Uncollected Child** procedure.
- If the club has to close, even temporarily, or operate from alternative premises as a result of the emergency, we will notify Ofsted.

This policy was adopted by:	Elise Farzam	Date:	18/12/25
To be reviewed:	18/12/26	Signed:	EF

Written in accordance with the *Early Years Foundation Stage (EYFS) statutory framework for Group and School-based providers (2024): Safeguarding and Welfare Requirements: Safety and suitability of premises, environment and equipment [3.62-3.76], and Before/after school care and holiday provision [3.5]*

10. Intimate Care Policy

'Intimate Care' can be defined as care tasks of an intimate nature, associated with bodily functions, bodily products and personal hygiene, which demand direct or indirect contact with, or exposure of, the sexual parts of the body. The Intimate Care tasks specifically identified as relevant include:

- Dressing and undressing (underwear)
- Helping someone use the toilet.
- Changing continence pads or soiled underwear (faeces/urine)
- Washing intimate parts of the body
- Changing sanitary wear

'Personal Care' involves touching another person, although the nature of this touching is more socially acceptable. These tasks do not invade conventional personal, private or social space to the same extent as Intimate Care.

Those Personal Care tasks specifically identified as relevant here include:

- Skin care/applying external medication.
- Feeding
- Administering oral medication
- Hair care
- Dressing and undressing (clothing)
- Washing non-intimate body parts
- Prompting to go to the toilet.

Personal Care encompasses those areas of physical and medical care that most people carry out for themselves but which some are unable to do because of disability or medical need. Children and young people may require help with eating, drinking, washing, dressing and toileting.

Where Intimate Care is required, we will follow the following principles:

1. **Involve the child in the intimate care**

Try to encourage a child's independence as far as possible in his or her intimate care. Where a situation renders a child fully dependent, talk about what is going to be done and give choices where possible. Check your practice by asking the child or parent about any preferences while carrying out the intimate care.

2. **Treat every child with dignity and respect and ensure privacy appropriate to the child's age and situation.**

Staff can administer intimate care alone however we will be aware of the potential safeguarding issues for the child and member of staff. Care should be taken to ensure adequate supervision primarily to safeguard the child but also to protect the staff member from potential risk.

3. **Be aware of your own limitations**

Only carry out activities you understand and with which you feel competent. If in doubt, ASK. Some procedures must only be carried out by members of staff who have been formally trained and assessed.

4. **Promote positive self-esteem and body image**

Confident, self-assured children who feel their body belongs to them are less vulnerable to sexual abuse. The approach you take to intimate care can convey lots of messages to a child about their body worth. Your attitude to a child's intimate care is important. Keeping in mind the child's age, routine care can be both efficient and relaxed.

5. If you have any concerns, you must report them.

If a child is accidentally hurt during the intimate care or misunderstands or misinterprets something, reassure the child, ensure their safety and report the incident immediately to the DSL. Report and record any unusual emotional or behavioural response by the child. A written record of concerns must be made available to parents and kept in the child's child protection record.

If you observe any unusual markings, discolouration or swelling, report it immediately to the designated practitioner for child protection.

6. Helping through communication

There is careful communication with each child who needs help with intimate care in line with their preferred means of communication (verbal, symbolic, etc.) to discuss the child's needs and preferences. The child is aware of each procedure that is carried out and the reasons for it.

7. Support to achieve the highest level of autonomy

As a basic principle, children will be supported to achieve the highest level of autonomy that is possible given their age and abilities. Staff will encourage each child to do as much for themselves as they can. This may mean, for example, giving the child responsibility for washing themselves. Individual intimate care plans will be drawn up for particular children as appropriate to suit the circumstances of the child. These plans include a full risk assessment to address issues such as moving and handling, personal safety of the child and the carer and health.

This policy was adopted by:	Elise Farzam	Date:	18/12/25
To be reviewed:	18/12/26	Signed:	EF

11. Missing Child Procedure

At Toast and Tea we are always alert to the possibility that children can go missing during sessions. To minimise the risk of this happening staff will carry out periodic head counts, particularly when transporting children between locations (e.g. walking from the school to the Club).

If a child cannot be located, the following steps will be taken:

- All staff will be informed that the child is missing.
- Staff will conduct a thorough search of the premises and surrounding area.
- After 10 minutes the police will be informed. The manager will then contact the child’s parents or carers.
- Staff will continue to search for the child whilst waiting for the police and parents to arrive.
- We will maintain as normal a routine as possible for the rest of the children at the Club.
- The manager will liaise with the police and the child’s parent or carer.

The incident will be recorded in the individual child’s **Behaviour Log**. A review will be conducted regarding this and any other related incidents along with relevant policies and procedures. We will identify and implement any changes as necessary.

If the police or Social Care were involved in the incident, we will also inform Ofsted.

This policy was adopted by:	Elise Farzam	Date:	18/12/25
To be reviewed:	18/12/26	Signed:	EF

Written in accordance with the *Early Years Foundation Stage (EYFS) statutory framework for Group and School-based providers (2024): Safeguarding and Welfare Requirements: Information for parents and carers [3.82]*

12. Safeguarding Policy

Toast and Tea is committed to building a 'culture of safety' in which the children in our care are protected from abuse, harm and radicalisation.

The Club will respond promptly and appropriately to all incidents or concerns regarding the safety of a child that may occur. The Club's child protection procedures comply with all relevant legislation and with guidance issued by the Local Safeguarding Children Board (LSCB).

There is always a Designated Safeguarding Lead (DSL) available while the Club is in session. The DSL coordinates child protection issues and liaises with external agencies (e.g. Social Care, LSCB and Ofsted).

The Club's designated DSLs are **Elise Farzam, Jessica Hollick, Rachel Collins, Lairre Loveseed, Katie Holbrook, Amber Jones, Amy Smith, Ella Boughton.**

12.1. Child abuse, neglect and exploitation.

Child abuse is any form of physical, emotional or sexual mistreatment or lack of care that leads to injury or harm. An individual may abuse or neglect or exploit a child directly, or by failing to protect them from harm. Some forms of child abuse, neglect and exploitation are listed below.

- **Emotional abuse** is the persistent emotional maltreatment of a child so as to cause severe and persistent adverse effects on the child's emotional development. It may involve making the child feel that they are worthless, unloved, or inadequate. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone. It may involve serious bullying (including cyberbullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children.
- **Physical abuse** can involve hitting, shaking, throwing, poisoning, burning, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may be also caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a child.
- **Sexual abuse** involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. This can involve physical contact, or non-contact activities such as showing children sexual activities or encouraging them to behave in sexually inappropriate ways.
- **Neglect** is the persistent failure to meet a child's basic physical and emotional needs. It can involve a failure to provide adequate food, clothing and shelter, to protect a child from physical and emotional harm, to ensure adequate supervision or to allow access to medical treatment.

12.2. Signs of child abuse, neglect and exploitation

Signs of possible abuse and neglect may include:

- significant changes in a child's behaviour
- deterioration in a child's general well-being

- unexplained bruising or marks
- comments made by a child which give cause for concern
- reasons to suspect neglect or abuse outside the setting, e.g. in the child's home, or that a girl may have been subjected to (or is at risk of) female genital mutilation, or that the child may have witnessed domestic abuse
- inappropriate behaviour displayed by a member of staff, or any other person. For example, inappropriate sexual comments, excessive one-to-one attention beyond the requirements of their role, or inappropriate sharing of images.

If abuse is suspected or disclosed

When a child makes a disclosure to a member of staff, that member of staff will:

- reassure the child that they were not to blame and were right to speak out
- listen to the child but not question them
- give reassurance that the staff member will take action
- record the incident as soon as possible (see *Logging an incident* below).

If a member of staff witnesses or suspects abuse, they will record the matter straightaway using the **Safeguarding Record** form. If a third-party expresses concern that a child is being abused, we will encourage them to contact Social Care directly. If they will not do so, we will explain that the Club is obliged to, and the incident will be logged accordingly.

12.3. Peer-on-peer abuse

Children are vulnerable to abuse by their peers. Peer-on-peer abuse is taken seriously by staff and will be subject to the same child protection procedures as other forms of abuse. Staff are aware of the potential uses of information technology for bullying and abusive behaviour between young people.

Staff will not dismiss abusive behaviour as normal between young people. The presence of one or more of the following in relationships between children should always trigger concern about the possibility of peer-on-peer abuse:

- Sexual activity (in primary school-aged children) of any kind, including sexting
- One of the children is significantly more dominant than the other (e.g. much older)
- One of the children is significantly more vulnerable than the other (e.g. in terms of disability, confidence, physical strength)
- There has been some use of threats, bribes or coercion to ensure compliance or secrecy.

Peer-on-peer abuse is most likely to include, but may not be limited to:

- bullying (including cyberbullying, prejudice-based and discriminatory bullying)
- abuse in intimate personal relationships between children (sometimes known as 'teenage relationship abuse')
- physical abuse such as hitting, kicking, shaking, biting, hair pulling, or otherwise causing physical harm (this may include an online element which facilitates, threatens and/or encourages physical abuse)
- sexual violence such as rape, assault by penetration and sexual assault; (this may include an online element which facilitates, threatens and/or encourages sexual violence)

- sexual harassment such as sexual comments, remarks, jokes and online sexual harassment, which may be standalone or part of a broader pattern of abuse
- causing someone to engage in sexual activity without consent, such as forcing someone to strip, touch themselves sexually, or to engage in sexual activity with a third party
- consensual and non-consensual sharing of nude and semi-nude images and/or videos (also known as sexting or youth produced sexual imagery)
- upskirting which typically involves taking a picture under a person's clothing without their permission, with the intention of viewing their genitals or buttocks to obtain sexual gratification, or cause the victim humiliation, distress, or alarm
- initiation/hazing type violence and rituals (this could include activities involving harassment, abuse or humiliation used as a way of initiating a person into a group and may also include an online element).

If peer-on-peer abuse is suspected or disclosed

We will follow the same procedures as set out above for responding to child abuse.

12.4. Child criminal exploitation and child sexual exploitation

Both CCE and CSE are forms of abuse that occur where an individual or group takes advantage of an imbalance in power to coerce, manipulate or deceive a child into taking part in criminal or sexual activity. It may involve an exchange for something the victim needs or wants, and/or for the financial advantage or increased status of the perpetrator or facilitator and/or through violence or the threat of violence. CCE and CSE can affect children, both male and female and can include children who have been moved (commonly referred to as trafficking) for the purpose of exploitation.

12.5. Extremism and radicalisation

All childcare settings have a legal duty to protect children from the risk of radicalisation and being drawn into extremism. There are many reasons why a child might be vulnerable to radicalisation, e.g.:

- feeling alienated or alone
- seeking a sense of identity or individuality
- suffering from mental health issues such as depression
- desire for adventure or wanting to be part of a larger cause
- associating with others who hold extremist beliefs

Signs of radicalisation

Signs that a child might be at risk of radicalisation include:

- changes in behaviour, for example becoming withdrawn or aggressive
- claiming that terrorist attacks and violence are justified
- viewing violent extremist material online
- possessing or sharing violent extremist material

If a member of staff suspects that a child is at risk of becoming radicalised, they will record any relevant information or observations on a **Safeguarding Record** form and refer the matter to the DSL and/or the Prevent

Leads for Toast and Tea. Appropriate action will subsequently be followed. Prevent may be contacted initially for further advice and support.

Logging a concern

All information about the suspected abuse or disclosure, or concern about radicalisation, will be recorded on the **Safeguarding Record** form as soon as possible after the event. The record should include:

- date of the disclosure, or the incident, or the observation causing concern
- date and time at which the record was made
- name and date of birth of the child involved
- a factual report of what happened. If recording a disclosure, you must use the child's own words
- name, signature and job title of the person making the record.

The record will be given to the Club's DSL who will decide on the appropriate course of action.

For concerns about child abuse, the DSL will contact Social Care. The DSL will follow up all referrals to Social Care in writing within 48 hours. If a member of staff thinks that the incident has not been dealt with properly, they may contact Social Care directly.

For minor concerns regarding radicalisation, the DSL will contact the Local Safeguarding Children Board (LSCB) and/or Prevent. For more serious concerns the DSL will contact the Police on the non-emergency number (101) and make a referral to Prevent as necessary, or contact the anti-terrorist hotline on 0800 789 321. For urgent concerns the DSL will contact the Police using 999.

12.6. Allegations against staff

If anyone makes an allegation of child abuse against a member of staff:

- The allegation will be recorded on a **Low Level Concerns** form. Any witnesses to the incident should sign and date the entry to confirm it.
- The allegation must be reported to the Local Authority Designated Officer (LADO) and to Ofsted. The LADO will advise if other agencies (e.g. police) should be informed, and the Club will act upon their advice. Any telephone reports to the LADO will be followed up in writing within 48 hours.
- Following advice from the LADO, it may be necessary to suspend the member of staff pending full investigation of the allegation.
- If appropriate, the Club will make a referral to the Disclosure and Barring Service.

12.7. Lower level concerns (LLCs)

Lower level concerns are all concerns (including allegations) about members of staff that do not meet the harm threshold in part 4 of **Keeping Children Safe in Education (2024)**, set out in the above section. These include any concern, no matter how small, that an adult working within or on behalf of the club may have acted in a way that:

- is inconsistent with the staff code of conduct, including inappropriate conduct outside of work, **and**
- Does not meet the allegations threshold or is otherwise not considered serious enough to confer a referral to the designated officer at the local authority

Examples of lower level concerns could include, but are not limited to:

- Being overly friendly with children
- Having favourites
- Taking photographs of children on their mobile phone
- Engaging with a child on a one-to-one basis in a secluded area or behind a closed door
- Using inappropriate sexualised, intimidating or offensive language.

Toast and Tea Ltd recognise the importance of creating a culture of openness, trust and transparency and aim to empower all staff to share LLCs with the DSL so they can be addressed appropriately. We will create this by:

- Ensuring staff are clear about what constitutes appropriate behaviour, and are confident in distinguishing expected and appropriate behaviour from concerning, problematic or inappropriate behaviour, in themselves and others;
- Address unprofessional behaviour and support the individual to correct this at an early stage.
- Provide a responsive, sensitive and proportionate handling of such concerns when they are raised.
- Help identify any weakness in the club safeguarding system.

12.7.1. Reporting and Responding to Low Level Concerns

Low level concerns about a member of staff should be reported to the clubs' DSL/Setting Manager in the first instance, as per the clubs' Child Protection procedures.

- Staff should use the Toast and Tea Ltd **Low-Level concerns Reporting Form**, accessible in each setting as a paper copy. In addition to details of the concern raised, this record will also include the context in which the concern arose, any action taken and the rationale for decisions and action taken.
- All LLC's will be dealt with in an appropriate and timely manner
- All LLCs will be reviewed, so that potential patterns of concerning, problematic or inappropriate behaviour can be identified, and disciplinary investigation and/or proceedings started if necessary.
- If LLCs are found to be escalating and are reaching the harm threshold, a referral will be made to the LADO.
- If the concern is raised via a third party, the DSL/Setting Manager will collect evidence where necessary by speaking directly to the person who raised concern (unless it was expressed anonymously), and to the individual and/or any witnesses.

If there is any doubt about the level at which behaviour needs to be addressed, LADO advice will be taken.

12.8. Promoting awareness among staff

The Club promotes awareness of child abuse and the risk of radicalisation and extremism through its staff training. The Club ensures that:

- the designated DSL has relevant experience and receives appropriate training in safeguarding
- that there is a Prevent Lead trained with up-to-date knowledge of the Prevent Duty, and who is aware of the Channel Programme and how to access it
- designated safeguarding training is refreshed every 3 years
- safe recruitment practices are followed for all new staff

- all staff have a copy of this **Safeguarding policy**, understand its contents and are vigilant to signs of abuse, neglect or radicalisation
- all staff are aware of their statutory duties regarding the disclosure or discovery of child abuse, and concerns about radicalisation
- all staff receive basic safeguarding training, and safeguarding is a permanent agenda item at all staff meetings
- all staff receive basic training in the Prevent Duty
- staff are familiar with the Safeguarding File and where this is kept at each setting.
- the Club’s procedures are in line with the guidance in ‘Working Together to Safeguard Children (2023)’ and staff are familiar with ‘What to Do If You’re Worried A Child Is Being Abused (2015)’.

12.9. Use of mobile phones and cameras

Photographs will only be taken of children with their parents’ permission. Only the club camera will be used to take photographs of children at the Club, except with the express permission of the manager. Neither staff nor children nor visitors may use their mobile phones to take photographs at the Club.

12.10. Contact numbers

Social Care:

Social Care out of hours contact: 03005551373

LADO (Local Authority Designated Officer):

01962 876364

Children’s Reception Team: 01329 225379

Police:

101 (non-emergency) or 999 (emergency)

Anti-terrorist hotline: 0800 789 321

NSPCC: 0808 800 500

Ofsted: 0F300 123 1231

This policy was adopted by:	Elise Farzam	Date:	18/12/25
To be reviewed:	18/12/26	Signed:	EF

Written in accordance with the *Early Years Foundation Stage (EYFS) statutory framework for Group and School-based providers (2024): Safeguarding and Welfare requirements: Safeguarding policies and procedures [3.4-3.8], Information for parents and carers [3.82];*

Also written in accordance with *Keeping Children Safe in Education (2024)* and *Working Together to Safeguard Children (2023)*.

13. Uncollected Children Policy

Toast and Tea endeavours to ensure that all children are collected by a parent or carer at the end of each session. If a child is not collected, and the parent or carer has *not* notified us that they will be delayed, we will follow the procedure set out below:

Up to 15 minutes late

- When the parent or carer arrives, they will be reminded that they must call the Club on the Club phone to notify us if they are delayed.
- The parent or carer will be informed that penalty fees will have to be charged (unless the delay was genuinely unavoidable).

Over 15 minutes late

- If a parent or carer is more than 15 minutes late in collecting their child, the manager will try to contact them using the contact details on file.
- If there is no response from the parent or carer, messages will be left requesting that they contact the Club immediately. The manager will then try to contact the emergency contacts listed on the child’s registration form.
- While waiting to be collected, the child will be supervised by a member of staff.
- When the parent or carer arrives, they will be reminded that they must call the Club to notify us if they are delayed, and that penalty fees will have to be charged (except in exceptional circumstances).

Over 30 minutes late

- If the manager has been unable to contact the child’s parents or carers, or their emergency contacts, after 30 minutes, the manager will contact the local Social Care team for advice.
- The child will remain in the care of the Club’s staff, on the Club’s premises if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.
- If it is not possible for the child to remain at the Club’s premises, a note will be left on the door of the Club informing the child’s parent or carer where the child has been taken (e.g. to the home of a staff member or into the care of a safeguarding agency) and leaving a contact number. A further message will be left on the parent or carer’s telephone explaining events.

13.1. Managing persistent lateness

The manager will record incidents of late collection and will discuss them with the child’s parents or carers. Parents and carers will be reminded that if they persistently collect their child late, they may lose their place at the Club.

This policy was adopted by:	Elise Farzam	Date:	18/12/25
To be reviewed:	18/12/26	Signed:	EF

Written in accordance with the *Early Years Foundation Stage (EYFS) statutory framework for Group and School-based providers (2024): Safeguarding and Welfare Requirements: Information for parents and carers [3.82]*.

14. Visitors Policy

Toast and Tea is committed to providing a safe and secure environment for the children in our care. When we have visitors to our club, we need to ensure that this will not have a detrimental effect on the children and that the person in question has a valid reason for visiting the club. Accordingly, when a visitor arrives at the club, we will follow the procedure set out below

- All visitors to the Club must sign the **Visitor Log**.
- The identity of the visitor will be checked, and this will be recorded on the **Visitor Log**.
- If staff require further reassurance of the identity of the visitor, they will phone the employing organisation of the visitor, e.g. Ofsted, Local Authority, Environmental Health Department, etc., for further confirmation. If this is not possible, staff will seek the advice of the Club Manager.
- The reason for the visit will be recorded.
- Visitors will never be left alone or unsupervised with the children.
- If a visitor has no reason to be on the Club’s premises staff will escort them from the premises.
- If the visitor refuses to leave, staff will call the police. In such an event the manager will be immediately notified.
- When a visitor leaves the premises, we will record the time of departure on the **Visitor Log**.

This policy was adopted by:	Elise Farzam	Date:	18/12/25
To be reviewed:	18/12/26	Signed:	EF

Written in accordance with the *Early Years Foundation Stage (EYFS) statutory framework for Group and School-based providers (2024): Safeguarding and Welfare Requirements: Organising premises for confidentiality and safeguarding [3.72]*.

15. Staff Behaviour Policy

Toast and Tea expects all members of staff to follow our **Staff Behaviour Policy**, which sets clear guidance on the standards of behaviour required from our staff and volunteers. The guidance aims to encourage staff to meet the highest possible standards of conduct.

Club staff are in a position of trust and influence as role models for the children in their care, and as such must demonstrate behaviour that sets a good example to all users of the setting.

Club staff also have a responsibility to maintain their reputation and the reputation of the Club, both during and outside of working hours.

15.1. Behaviour

Our staff team are ambassadors for Toast and Tea, and we always expect them to conduct themselves professionally. Staff should treat anyone attending the Club (children, parents/carers and visitors) courteously and with respect.

- We always expect staff to value all the children as individuals and to comply with the Club's Equalities policy.
- Swearing and abusive behaviour are not tolerated from anyone at the Club. If any member of staff exhibits such behaviour, they will be subject to the Club's disciplinary procedures.

15.2. Dress Code

Whilst working at Toast and Tea staff will need to help to set up and pack away the setting, prepare food, facilitate craft activities and engage in physical activities with the children. The clothing and footwear worn should be chosen accordingly, considering comfort, health and safety, and practicality. Revealing or excessively tight clothing is not acceptable.

15.3. Confidentiality, Social Media and Online Platforms, Including Gaming

Staff must not pass on any information about children attending the Club, or their parents and families, to third parties without their permission. The only exception to this rule is information sharing with specific external agencies if there is a safeguarding issue. ('Third parties' includes other parents, friends, other children at the Club, the press, etc.)

- Posting any material relating to the Club or its users on social media sites (unless *expressly* permitted by the Manager) is forbidden. Any staff who breach this rule will face disciplinary action.

Staff must never give out personal information regarding social media names, gaming tags or any online identifiable information about themselves to children.

See our **Data Protection policy**, **Safeguarding policy** and **Disciplinary policy** for more details.

15.4. Use of mobile phones and cameras

- Staff personal mobile phones must be kept in the kitchen during working hours.
- If a member of staff needs to make an urgent personal call, they can use the Club phone or make a personal call from their mobile in an area away from the children.
- If a member of staff has a family emergency or similar and needs to keep their mobile phone to hand, they must obtain prior permission from the Manager or Deputy.
- Staff may only use the club camera to take photographs of children at the Club, except with the express permission of the Manager.
- Staff must **never** use their personal mobile phones or cameras to take photographs at the Club during working hours. Doing so will be considered gross misconduct and may result in instant dismissal.

15.5. Smoking, alcohol and drugs

Staff are not permitted to smoke anywhere on the Club premises, including the outside play areas.

Staff are not permitted to bring alcohol or illegal drugs onto the Club premises. If a member of staff arrives at work under the influence of alcohol or drugs they will be asked to leave immediately, and disciplinary action will be taken.

If a member of staff is taking prescription drugs which might affect their ability to function effectively, they must inform the Manager immediately.

Any prescribed medication needed by a staff member whilst at the Club, must be stored safely in the kitchen out of reach and sight of the children attending the Club.

This policy was adopted by:	Elise Farzam	Date:	18/12/25
To be reviewed:	18/12/26	Signed:	EF

Written in accordance with the *Early Years Foundation Stage (EYFS) statutory framework for Group and School-based providers (2024): Safeguarding and Welfare Requirements: Suitable people [3.9-3.15], Disqualification [3.16-3.20], Staff taking medication/other substances [3.21], Smoking and vaping [3.22], Information and records [3.77]*

16. Resolving Workplace Issues Policy

Toast and Tea is committed to providing a workplace where colleagues feel valued and fairly treated. Discrimination, harassment, bullying and victimisation is not acceptable and will not be tolerated, and action will be taken. This policy defines the company's approach to the management of concerns from colleagues about their employment and the process to resolve concerns. Appropriate management action may include formal action under the **Disciplinary Policy**.

The Resolving Workplace Issues Policy is for all colleagues, including temporary and fixed-term colleagues, working within any of the settings under the Toast and Tea Ltd name. Concerns about workplace practice or services provided by Toast and Tea Ltd, such as alleged dishonest or illegal activities, should be addressed using the **Whistleblowing Policy**. The Resolving Workplace Issues Policy cannot be used to circumvent the consideration of legitimate management action on matters of indiscipline, attendance, capability or pay. The colleague will not normally be allowed to raise a separate formal workplace issue related to any action taken or contemplated under another policy.

16.1. Key Definitions

The definition of **workplace issue** is any concern, problem, incident or event that a colleague raises with their employer regarding an aspect of their employment.

The **Responsible person** is the director of the company, who is responsible for one or all of the following: receiving the workplace issue (both informal or formal), managing the issue with the colleague, understanding further enquiries as necessary and bringing parties together to discuss recommendations with the aim of finding appropriate workplace solutions. In the event of the workplace issue concerning the Director, a member of Senior Leadership will perform this.

16.2. Principles

Resolving a workplace issue is based on the following principles

- the process can only be effective if those involved demonstrate their commitment to working together to resolve their differences
- It is beneficial for workplace issues to be raised promptly to enable effective resolution. Therefore issues should be raised within 3 months of the event(s) or incident(s) that have led to the workplace issue.

16.3. Raising and Resolving a workplace issue informally

All issues must be raised informally as soon as possible, to either the colleagues' setting manager or the director of the company.

The responsible person must have an initial discussion with the colleague to explore their issue(s). If it is possible to resolve the issue at this meeting the responsible person and member of staff will do so. In some cases it may be necessary for the responsible person to make further enquiries or establish facts before a resolution can be reached. Where this is the case, the responsible person will meet with the member of staff again to confirm the outcome of the enquiries and what resolutions have been identified.

The colleague is not usually represented/accompanied at any discussions within the informal stage of the policy.

The responsible person will ensure there is a written record provided of the outcome, any enquiries and what resolutions have been identified at the meeting. The written record will be shared with the colleague, the setting manager and the director.

The colleague and the director must take joint responsibility for putting agreed resolutions into practice. It is the directors responsibility to follow up on informal outcomes to ensure the resolutions are implemented and are working in practice. The colleague has the right to submit a formal workplace issue if they do not feel that the proposed resolutions have been effective.

16.4. Raising and Resolving a workplace issue formally

There are four possible stages

- Stage 1: Lodging a formal workplace issue
- Stage 2: Initial meeting
- Stage 3: Workplace issue formal investigation
- Stage 4: Workplace issue appeal

Conciliation or mediation can be considered at any stage of this policy. They cannot be imposed as a course of action, but can be recommended as a suitable means of resolution.

16.4.1. Stage 1: Lodging A formal workplace issue

Where informal processes do not resolve the issue and/or where the informal step within the policy had been exhausted, a formal workplace issue should be submitted, in writing, within 7 working days of the relevant event or outcome of the informal stage. This must be submitted to the responsible person and/or the director. The responsible person will need to determine whether they are undertaking the investigation themselves or appointing a separate investigating officer.

16.4.2. Stage 2: Initial Meeting

An initial meeting must be arranged without unreasonable delay, to identify and determine the workplace issue, providing at least 7 working days' notice. The responsible will meet with the colleague to discuss the nature of their workplace issue and, if it is possible to resolve the issue, or part of the issue, at this stage, the responsible person and colleague will do so.

16.4.3. Stage 3: Workplace Issue formal investigation

In some cases it may be necessary for the Responsible person to make further enquiries or establish facts before a resolution can be reached. Depending on the nature and complexity of the workplace issue it may be necessary to hold investigation meetings with the colleague and/or relevant parties.

The colleague must submit any relevant information to arrive at least 3 working days before the meeting.

Following completion of an investigation report, the responsible person must write to invite the colleague to an outcome meeting, providing at least 7 working days notice. The purpose of this meeting is to discuss the outcome of the investigation report and any solutions identified.

The colleague has the right to be accompanied at a formal meeting by a professional association / trade union representative or work colleague.

At the outcome meeting, the responsible person must advise the colleague of the outcome and their right of appeal. This meeting must be confirmed in writing within 5 working days, including the outcome of the investigation, solutions identified and a copy of the report.

16.4.4. Stage 4: Workplace Issue appeal

A colleague must ensure their written appeal is received within **10 working days** of the date of the formal meeting outcome letter. The appeal must be made in writing, and clearly state the grounds for their appeal. The colleague must not raise any new issues as part of their appeal.

- The employee must be invited to attend an appeal hearing. The employee must be given a minimum of **7 working days'** notice of the hearing.
- The colleague has the right to be accompanied at a formal meeting by a professional association / trade union representative or work colleague

The colleague must submit any relevant information to arrive at least 3 working days before the meeting.

The Director must confirm the outcome of the meeting and what resolutions have been identified, in writing, within 5 working days. This decision is final and there is no further right of appeal.

- The colleague and Director must take joint responsibility for putting agreed resolutions into practice, and it is the responsibility of both to follow up on outcomes to insure the resolutions are implemented and are in practice.

16.5. Harassment and/or Bullying

The resolving workplace issues policy will apply to investigating issues of harassment and/or bullying. The Responsible person is required to reach resolutions in relation to the workplace issues themselves, in addition to determining whether harassment and/or bullying had occurred.

if at any stage of this process the responsible person deems there had been a potential breach of Toast and Tea's policies and procedures, appropriate action may be taken under alternate policies.

16.6. Collective Workplace Issues

Collective workplace issues arise when a number of colleagues raise a related workplace issue. In such cases a colleague will be identified from the group to act as a spokesperson at any formal hearings. A representative of a recognised professions association/trade union may raise a workplace issue on behalf of two or more members.

- The outcomes of a collective workplace issue will apply to all colleagues who raised the issue(s).
- The same formal process for resolving workplace issues will be followed.

This policy was adopted by:	Elise Farzam	Date:	18/12/25
To be reviewed:	18/12/26	Signed:	EF

Written in accordance with the the *Early Years Foundation Stage (EYFS) statutory framework for Group and School-based providers (2024): Safeguarding and Welfare Requirements: Safeguarding and Welfare Requirements: Suitable people [3.9-3.15] and Disqualification [3.16-3.20]*.

17. Disciplinary Policy

Toast and Tea expects all employees to display the highest standards of conduct and behaviour. Employees are expected to demonstrate these when carrying out their role and to follow the rules, policies and procedures at all times. Toast and Tea is committed to assisting employees to achieve the required standards of conduct and behaviour by providing employees with the necessary information, advice, support and encouragement.

Toast and Tea has a code of conduct which provides a framework within which it is expected employees will work. There may be circumstances when an employee's conduct and behaviour does not meet Toast and Tea's expectations. In such cases, the Disciplinary policy defines the framework for the approach that will be taken. When applying the Disciplinary policy, Toast and Tea will treat the employee reasonably, consistently and fairly.

Definitions

Misconduct - is an act of either wilful or negligent conduct, behaviour or omission.

Gross misconduct - is an act of misconduct which is so serious in nature that it fundamentally damages the employment relationship and justifies dismissal without notice.

17.1. Managing a disciplinary matter

Any and all disciplinary matters will be addressed promptly, fairly and proportionately following these Policy Stages and principles

- Initial Assessment
- Informal stage
- Formal stage investigation
- Formal stage hearing – may result in dismissal
- Appeal after formal stage hearing.

Wherever possible and appropriate minor disciplinary issues should be dealt with informally.

The LADO and Ofsted must be advised of all formal disciplinary concerns.

17.1.1. Initial Assessment

All disciplinary matters must have an initial assessment. The Director of the company/or other appropriate personnel must establish the immediate circumstances by carrying out an initial assessment, prior to commencing any further action under this policy. This initial assessment will determine whether any further action is required. It is not part of any formal investigation.

A record must be made of the initial assessment.

If the initial assessment identifies a safeguarding concern, then the appropriate manager/leader must follow Hampshire's child protection procedures. Advice must be sought from the LADO or Acas (Advice, Conciliation and Arbitration Service) Employment HR service. The principles of safeguarding apply.

17.1.2. Informal Stage

The initial assessment may identify that the disciplinary matter is minor or can be addressed informally. In such cases, the Director must discuss the matter promptly with the employee by having an informal discussion.

Right of representation: The employee is not usually represented/ accompanied at any discussions within the informal stage of the policy. There may be circumstances when the employee asks to be represented. This can be by a professional association/ trade union representative or a work employee. Consideration should be given to any requests. This should be accommodated where it does not cause a delay to the process.

Outcome(s) of the informal stage: The Director must decide on the outcome. Further information obtained during a discussion at the informal stage may mean the disciplinary matter needs to be reassessed and may require formal action. A record must be made of each discussion.

The Director must:

- seek to agree the record with the employee if possible
- share the record with the employee
- keep a copy on the employee's personnel file.

17.1.3. Formal Stage Investigation

An investigating officer appropriate to the circumstances of the case will be appointed by the Director. The investigating officer is responsible for the investigation into the disciplinary matter. The purpose of the investigation is to establish the facts and the required course of action.

The investigation must be unbiased, proportionate and fair. It must be undertaken as a matter of priority.

On completion of the investigation, the investigating officer will recommend whether:

- there is no case to answer
- alternative action is more appropriate.
- the case proceeds to a formal hearing

17.1.4. Formal Stage Hearing

At the formal stage, the employee must be invited to attend a hearing.

Hearing arrangements: The employee must be invited in writing to attend the hearing. The letter must give the employee 7 working days' notice of the hearing.

Alternative date: Toast and Tea expects that the employee and their representative will make all reasonable efforts to attend the first scheduled hearing date and time. If this is not possible, the employee may propose an alternative date and/ or time. This should be within **5 working days** of the original hearing. The hearing will then be rescheduled.

Attending formal hearings If the employee is not well enough to attend the hearing, it may be deferred until they are able to attend. A hearing will not be deferred indefinitely because the employee is unable to attend.

Right of representation The employee has the right to be represented/ accompanied at a formal stage hearing or appeal hearing. This can be by a professional association/ trade union representative or a work employee. The right to be accompanied is limited to one person only.

It is the employee's responsibility to:

- arrange their own representative
- liaise with their representative to agree the formal hearing or appeal hearing date and time
- advise management of the representative's details.

There is no right to legal representation at any stage of this policy.

Sharing of information: The investigating officer and employee are required to exchange all relevant papers and supporting evidence in advance of the hearing. Management documents will be supplied to the employee with the invitation letter. The employee or their representative must submit all relevant papers and supporting evidence to arrive with the chair **at least 3 working days** before a hearing.

Outcome of a formal hearing: The Director must fully consider all evidence presented. The Director must decide whether the misconduct/ gross misconduct is proven and if so, how it will be managed and whether to apply a sanction.

A written warning may be issued, and this can be:

- a first written warning of up to 12 months unless a longer period is justified OR
- a final written warning of up to 24 months unless a longer period is justified
- for employees with less than two years' service - a final written warning of between 12 – 24 months.

At a formal hearing the employee may be dismissed on the grounds of conduct.

The Director must confirm the outcome in writing within 5 working days of the hearing. A copy of the outcome letter and any warning must be placed on the employee's personnel file.

If an employee is dismissed, any sums owing to the company from the employee will normally be deducted from their final pay.

For summary dismissal only - the dismissal will be without notice or pay in lieu of notice.

Formal record of the hearing: A formal record must be taken during the hearing. This may be made by audio recording the hearing or by a note taker. It is the companies' responsibility to make the appropriate arrangements.

If an audio recording takes place, a copy of the recording must be retained by Toast and Tea. Toast and Tea must comply with all relevant retention and storage requirements.

17.1.5. Appeal

The employee has the right to appeal against the outcome of a formal hearing.

- The employee must submit their appeal in writing. This must be within 10 working days of the date of the letter confirming the outcome of the formal stage hearing. The letter must include the full reasons for the appeal.
- **For employees with less than two years' continuous service** – the employee only has the right to appeal against a decision to dismiss. There is no right of appeal against a warning.
- Following an appeal of a formal stage hearing, there is no further right of internal appeal.

Appeal hearing: The employee must be invited to attend an appeal hearing. The employee must be given a minimum of **7 working days'** notice of the hearing.

Alternative date The principles of alternative date will apply.

Right of representation The principles of right of representation will apply.

Sharing of information The principles of sharing of information will apply.

Outcome of the appeal hearing: The Director must fully consider all evidence presented and decide on an outcome.

- The outcome cannot impose a higher sanction than issued at the formal hearing.
- The Director must advise the employee of the outcome at the appeal meeting unless otherwise agreed. The outcome must be confirmed in writing within **3 working days** of the hearing.
- A copy of the outcome letter must be placed on the employee's personnel file.

17.2. Other Policy Requirements

Confidentiality: It is expected that all parties involved in the disciplinary process will maintain confidentiality as appropriate. This is both within and outside of Toast and Tea (including social media).

- If any party does not maintain confidentiality further action may be taken under the Disciplinary policy.

Right of Representation: Employees are actively encouraged to contact their professional association/ trade union representative at the earliest opportunity to obtain advice and support at any point within this procedure.

- The employee is not usually represented/ accompanied at any discussions within the informal stage of the policy. There may be circumstances when the employee asks to be represented. This can be by a professional association/ trade union representative or a work employee. Consideration should be given to any requests. This should be accommodated where it does not cause a delay to the process.

- An employee can request to be accompanied at an investigation or suspension meeting by a professional association/ trade union representative or a work employee. In such cases, this should normally be accommodated where it does not cause any unnecessary delay in scheduling the meeting.
- The employee has the right to be represented/ accompanied at a formal stage hearing or appeal hearing. This can be by a professional association/ trade union representative or a work employee. The right to be accompanied is limited to one person only.

It is the employee's responsibility to:

- arrange their own representative
- liaise with their representative to agree the formal hearing or appeal hearing date and time
- advise management of the representative's details.

There is no right to legal representation at any stage of this policy.

Suspension or alternative arrangements Before making a decision about suspension or alternative arrangements, the appropriate manager must seek advice from Acas Employment HR.

- Suspension or alternative arrangements are neutral and precautionary acts. They may be considered at any point during this policy, once the initial assessment and/ or investigation have established that the circumstances may be gross misconduct.
- The appropriate governance arrangements must be adhered to in deciding whether suspension or alternative arrangements are appropriate.
- During suspension or alternative arrangements the employee must adhere to all relevant requirements.
- Written confirmation of the decision regarding suspension must be provided to the employee.

Suspension or alternative arrangements must be regularly reviewed. There is no right of appeal against the decision to suspend an employee.

Criminal offences Where an employee is subject to a criminal investigation, the Director must contact the Lead Investigation Officer within the police authority. This is to ensure that any internal investigation will not obstruct the criminal investigation.

Advice must be sought from Acas Employment HR in this situation.

Safeguarding concern (relating to vulnerable adults, children and young people) Any allegation relating to a safeguarding concern against an employee must be dealt with in accordance with Hampshire's child protection procedures. This ensures that a child, young person or vulnerable adult is not at risk or that a police or social care investigation is not prejudiced. Advice must be sought from Acas Employment HR in this situation.

Referral to relevant bodies In the following circumstances it may be necessary to make a referral to the relevant body:

- if a dismissal takes place
- in circumstances where a disciplinary process has not concluded and the potential outcome may have resulted in dismissal. Where there is a requirement to make a referral to a relevant body, the employee

must be notified in writing that such a referral has taken place. Further guidance is available from Acas Employment HR.

Employees with less than two years’ continuous service The same policy principles, stages (except for an appeal against a warning) and process for managing disciplinary matters apply to employees with less than two years’ continuous service. There are some areas of difference which are contained in the policy. These differences allow greater flexibility as the Director may reasonably decide that misconduct as opposed to gross misconduct is a sufficient reason to dismiss.

Formal action concerning a professional association/ trade union representative Where there are misconduct concerns relating to a professional association/ trade union representative, the appropriate manager must notify and seek advice from Acas Employment HR before taking any formal action.

This policy was adopted by:	Elise Farzam	Date:	18/12/25
To be reviewed:	18/12/26	Signed:	EF

Written in accordance with the the *Early Years Foundation Stage (EYFS) statutory framework for Group and School-based providers (2024): Safeguarding and Welfare Requirements: Safeguarding and Welfare Requirements: Suitable people [3.9-3.15] and Disqualification [3.16-3.20]*.

18. Capability Policy

Toast and Tea expects excellent standards of performance. Toast and Tea is committed to supporting employees to fulfil the requirements of their role by encouraging employees to improve performance wherever possible and providing help and support to restore and maintain high levels of performance. However, poor performance can ultimately result in dismissal.

The purpose of this policy is to describe the required standards of performance as set by Toast and Tea and the consequences of a failure to deliver to these standards. It also sets out the procedural steps which Toast and Tea will take in response to performance which falls short of those standards. They are designed to ensure fair and consistent treatment of staff. The policy has been developed with regard to the statutory ACAS Code of Practice for Disciplinary and Grievance Procedures April 2009.

This policy applies equally to full time and part time employees on a permanent or fixed term contract.

Employees with less than two years' service may be subject to a shortened procedure.

Where poor work performance is assessed to be due to a deliberate or wilful failure to fulfil the duties of an employee's role and/or a deliberate lack of care, the matter will be dealt with under the Disciplinary Procedure as this is a conduct concern.

Employees are actively encouraged to contact their professional association/ trade union representative at the earliest opportunity to obtain advice and support at any point during this procedure. Toast and Tea expects all parties to maintain confidentiality throughout the application of the policy.

18.1. Setting the Standard

You must deliver your day-to-day work as outlined in your job description in a timely and professional manner and fully meet the standards and competencies for your job role level. Poor performance occurs where the quality of work deteriorates below the required standard due to lack of ability, skill or knowledge. Toast and Tea will aim to ensure that:

- employees understand what is expected of them in terms of performance;
- that performance is monitored via regular supervision meetings with your line manager
- employees are given appropriate training and support to meet those standards

The Director and/or appropriate Setting Manager must consider whether to start the capability process if an employee does not perform the duties of their role to the required standards. This may happen because:

- the employee does not have the necessary skills, knowledge and/ or experience,
- the employee may not demonstrate the appropriate behaviours that are required,
- the employee may struggle due to a physical, cognitive, mental, sensory, emotional, or developmental disability, impairment, condition or illness which may be temporary or permanent.

There may be exceptional circumstances when the manager and/ or employee anticipate a long-term capability concern. This may happen due to the employee's health or a disability. In these circumstances, it is anticipated it is unlikely that the employee can achieve the required level of performance and consideration must be given to

whether reasonable adjustments are appropriate. The Setting Manager must seek advice from Acas Employment HR in such cases.

Poor performance due to health problems and/or sickness absence will normally be dealt with via the **Sickness Absence Policy and Procedure**. This is likely to lead to a referral to Occupational Health in order to assess the employee's fitness for work. In some cases, it may be appropriate for the Capability Policy to continue during a period of sickness absence, however the Director will have regard to the views of Occupational Health.

Employees are not normally dismissed for performance reasons without previous warnings.

If an employee is unable to perform to the required standards of the role, this may have an impact on their annual pay progression.

18.2. Monitoring Capability through Supervision

In the first instance, Toast and Tea will manage an employee's day to day performance issues with regular Staff Supervision. Staff Supervision enables an employee's performance to be monitored and assessed, and the employee is actively encouraged to engage in open dialogue about their performance and any anticipated failures or hurdles in meeting standards. Such discussions may cover the following issues;

- clarification of required standards,
- identification of areas of concern and likely causes of poor performance,
- any training or support needed
- setting a reasonable time frame for improvement and review.

Toast and Tea acknowledges that there may be circumstances when an employee does not perform to the required standards nor demonstrate the appropriate behaviours required due to not having the necessary skills, knowledge and/ or experience. In such instances further advice and support may need to be provided, including, but not exclusive to:

- from within Toast and Tea;
- through accessing expertise in another organisation;
- via the local authority's advisory services;
- from other expert sources external to Toast and Tea;
- through training courses or events.

Employees may be given a verbal warning but this will not be considered to be a formal sanction. Where informal discussions have not resulted in a satisfactory improvement after a reasonable period of time, The Director may choose to invoke the formal capability procedure set out below.

In exceptional circumstances, it may be appropriate to move into the Capability Policy without having provided a period of structured managerial support. The manager must seek advice from Acas Employment HR in such cases.

18.3. Formal Capability Procedure

The formal procedure will be used for cases of serious under performance or where the informal procedure has not resulted in improvement. There are three stages under the formal procedure. These stages are detailed below.

- Stage 1: First Capability Hearing: First Written Warning
- Stage 2: Second Capability Hearing: Final Written Warning
- Stage 3: Third Capability Hearing: Dismissal or Other Sanction

The employee must be given a reasonable period of time to achieve the required improvement before moving to the next stage of the policy.

Prior to the implementation of this formal procedure, the Director will normally need to investigate to decide if there are grounds for taking formal action. The investigation will depend on the circumstances but may involve reviewing the employees human resources (HR) file including any appraisal/supervision records, gathering any relevant documents, monitoring the employees work and, if appropriate, interviewing the employee and/or other individuals confidentiality regarding their work. All parties involved are expected to cooperate fully with an investigation and to maintain the confidentiality of any discussions held.

The Director must be able to show that reasonable efforts have been made to identify any performance concerns, that they have been discussed with the employee and, as appropriate, structured managerial support and/or training has been provided, designed to facilitate improvement.

If the Director of Toast and Tea considers that there are grounds for taking formal action over alleged poor performance, the employee will be invited to attend a meeting to discuss the matter (First Capability Hearing).

- The employee will be notified in writing of any concerns and the reasons for those concerns,
- A summary of all relevant information and documentation will be provided to the employee
- The employee must receive in writing the invitation to the meeting/hearing. The letter must give the employee **5 working days'** notice of the meeting/hearing.

The employee will not normally be permitted to raise a grievance related to any action taken, or contemplated, under this procedure. Such grievances will normally be managed within the hearing and appeal process detailed below.

Where an employee wilfully and unreasonably refuses to cooperate with the application of the **Capability Policy**, the matter will be dealt with under the **Disciplinary Policy**.

Responsibility for decision-making within this procedure rests with the Director. Where this procedure is used in relation to the Director's poor performance, the lead Setting Manager's will undertake the role of the Director. In such cases, an additional professional adviser from Acas will be determined. The time periods in this procedure will apply to all employees, whether on zero hour contracts or fixed salaries.

18.3.1. Procedure at Capability and Appeal Hearings

The aims of a Capability Hearing

- Setting out the required standards believed to have been unmet and going through the evidence of this;

- allowing the employee to ask questions, present evidence, respond to evidence and make representations;
- establishing the likely causes of poor performance including any reasons why any measures taken so far have not led to the required improvement;
- identifying whether there are measures, such as additional training, support or supervision, which may improve performance;
- where appropriate, discussing targets for improvement and a time-scale for review;
- explaining the consequences of a failure to improve.

Attending meetings/ hearings Toast and Tea expects that the employee and their representative will make all reasonable efforts to attend the first scheduled meeting/hearing date and time. If it is not possible, the employee may propose an alternative date and/ or time. This should be within **5 working days** of the original meeting/hearing.

Illness If the employee is not well enough to attend the meeting/ hearing, it may be deferred until they are able to attend. A meeting/ hearing will not be deferred indefinitely because the employee is unable to attend.

Formal record of the meeting/ hearing A formal record must be taken during the meeting/hearing. This may be made by audio recording the meeting/hearing or by a note taker. It is Toast and Tea's responsibility to make the appropriate arrangements.

If an audio recording takes place, a copy of the recording must be retained by Toast and Tea. Toast and Tea must comply with all relevant retention and storage requirements.

Sharing of information The Director and employee are required to exchange all relevant papers and supporting evidence in advance of the meeting/hearing. Management documents will be supplied with the invitation letter. The employee will be provided with a copy of this policy.

The employee or their representative must submit all relevant papers and supporting evidence to arrive with the Director at least **3 working days** before a meeting/hearing.

Right of representation The employee has the right to be represented/ accompanied at formal meetings/hearings or appeal meetings. This can be by a professional association/ trade union representative or a work colleague. It is the employee's responsibility to:

- arrange their own representative
- liaise with their representative to agree the formal meeting/ hearing or appeal meeting date and time
- advise management of the representative's details.

There is no right to legal representation at any stage of this policy.

18.3.2. Stage One: First Capability Hearing: First Written Warning

The Director must fully consider all evidence presented and decide on an outcome. If the Director of Toast and Tea decides that the employees performance is unsatisfactory following a first Capability Hearing they will be given a first written warning setting out:

- the areas in which the employee has not met the required performance standards;
- targets for improvement;
- any measures, such as additional training, support or supervision, which will be provided to the employee with a view to improving performance;
- the period for review and the system for monitoring the employees performance;
- the consequences of failing to improve.

The Director must confirm this outcome in writing within **5 working days** of the meeting/hearing. A copy of the outcome letter and any warning must be placed on the employee's personnel file.

A first formal warning given as part of the application of this procedure will lapse at the point when the Director decides that an acceptable level of performance has been reached, and no immediate further action will be taken at that time. If performance concerns return within 12 months from the date of such a decision, the Director, following consultation with Acas Employment HR, may re-enter the procedure at the appropriate point in Stage 1.

If, at the period of review, the director is not satisfied that the employees' performance has met the required standard, the matter will be progressed to a second Capability Hearing.

18.3.3. Stage 2: Second Capability Hearing: Final Written Warning

If the employees' performance has not improved by the date of the review period set out in a first written warning, or if there is evidence of further poor performance whilst the first written warning is still active, Toast and Tea may decide to hold a second Capability Hearing.

If the Director of Toast and Tea decides that the employees performance is unsatisfactory following the second Capability Hearing, they will be issued a final written warning setting out:

- the areas in which the employee has not met the required performance standards;
- Targets for improvement;
- Any measures, such as additional training, support or supervision, which will be provided to the employee with a view to improving performance;
- The period for review and the system for monitoring the employees performance.
- The consequences of failing to improve.

The Director must confirm this outcome in writing within **5 working days** of the meeting/hearing. A copy of the outcome letter and any warning must be placed on the employee's personnel file.

At the expiry of the review period the Director of Toast and Tea will write to inform you of the outcome:

- if the Director is satisfied with the employees' performance no immediate further action will be taken;
- if the Director is not satisfied that the employees' performance has met the required standard, the matter will be progressed to a third Capability Hearing

Where a final warning has been issued, this will lapse at the point when the Director decides that an acceptable level of performance has been reached. If performance concerns return within a period of two years (six terms) from the date of issue, the Director, following consultation with Acas Employment HR, may re-enter the procedure at the appropriate point in Stage 2 at any time during this two-year period.

18.3.4. Third Capability Hearing: Dismissal or Other Sanction

At a Stage 3 hearing the employee may be dismissed on the grounds of performance capability.

If the outcome is dismissal, any sums owing to Toast and Tea from the employee will normally be deducted from their final pay.

If your performance has not improved by the date of expiry of the review period set out in a final written warning, or if there is evidence of further poor performance whilst your final written warning is still active, Monitor may decide to hold a third Capability Hearing. If Monitor decides that your performance is unsatisfactory following the third Capability Hearing, Monitor may decide to: dismiss you; demote you; or redeploy you into another suitable job.

Progression through the stages The Director can progress to the next stage and reenter the stage at the appropriate point if:

- The employee's performance does not meet the standard required
- There is a further performance concern even though this may be different to a performance concern(s) referred to in a previous stage
- If an improvement is not sustained for a 12 month period following a Stage 1 meeting
- If an improvement is not sustained for a 12-24 month period following a Stage 2 meeting
- The employee has not found an alternative role.

Review meetings Following a meeting/hearing under Stage 1 or Stage 2, the Director must hold scheduled review meetings with the employee.

18.4. Appeals

The employee has the right to appeal against the outcome of a meeting/hearing under any stage of this policy.

The employee must submit their appeal in writing within **10 working days** following receipt of the written outcome of the meeting/ hearing. This must include the full reasons for the appeal. Following an appeal of a Stage 3 hearing, there is no further right of internal appeal.

If the employee is appealing against dismissal, the date on which dismissal takes effect will not be delayed pending the outcome of the appeal. They will not be permitted to resume working until the matter has been decided. If the employee's appeal is successful they will be reinstated with no loss of continuity or pay.

Outcome of the appeal meeting The Director must fully consider all evidence presented and decide on an outcome. The outcome cannot impose a higher sanction than issued at the original meeting/hearing. The Director

must advise the employee of the outcome at the appeal meeting unless otherwise agreed. The outcome must be confirmed in writing within 5 working days of the meeting. A copy of the outcome letter must be placed on the employee’s personnel file.

The decision on appeal is final and there is no further right of appeal.

18.5. Gross Incompetence

Gross incompetence - occurs where an investigation identifies that an employee has failed, either by a single error or series of errors, to perform the duties of their role. The outcome is that this causes or has caused serious harm or puts others (colleagues, general public or service users) or Toast and Tea’s reputation and performance at serious risk. Gross incompetence only applies in exceptional circumstances. The manager must seek advice from Education Personnel Services in such cases.

Suspension or alternative arrangements Before making a decision about suspension or alternative arrangements, the appropriate Director must seek advice from Acas Employment HR.

Suspension or alternative arrangements are neutral and precautionary acts. They may be considered at any point during this policy once it is established that the circumstances may be gross incompetence.

During suspension or alternative arrangements, the employee must adhere to all relevant requirements. Written confirmation of the decision regarding suspension must be provided to the employee.

Suspension or alternative arrangements must be regularly reviewed. There is no right of appeal against the decision to apply alternative arrangements or suspension.

This policy was adopted by:	Elise Farzam	Date:	18/12/25
To be reviewed:	18/12/26	Signed:	EF

Written in accordance with the *Early Years Foundation Stage (EYFS) statutory framework for Group and School-based providers (2024): Safeguarding and Welfare Requirements: Safeguarding Policies and Procedures [3.5,3.8], Suitable people [3.9-3.15] and Disqualification [3.16-3.20].*

19. Whistleblowing Policy

Toast and Tea Ltd is committed to the highest standards of openness, probability and accountability and to conducting business with the highest standards of honesty and integrity. If a member of staff discovers evidence of malpractice, wrongdoing or illegal activity within or outside of the club they can disclose this information internally without fear of reprisal or disciplinary action being taken against them as a result. Our Whistleblowing policy is intended to cover such concerns as:

- Financial malpractice or fraud
- Failure to comply with a legal obligation
- Danger to health or safety or the environment
- Criminal activity, improper conduct or unethical behaviour
- A miscarriage of justice
- Damage to the environment
- Deliberate concealment of any of the above.

All staff are required by Section 40 of the Childcare Act 2006 and the EYFS Statutory Framework Safeguarding and Welfare requirements to take the necessary steps to safeguard and promote the welfare of children. This includes raising/reporting concerns of unacceptable behaviour that puts a child at risk. All staff will, therefore, take all necessary steps to keep children (inside or outside of the setting's care) safe and well. To do this staff will:

- Promote a transparent setting and practice
- Encourage all staff, parents and carers to act quickly and raise any concerns they may have about the setting or the care provided
- Log concerns and act upon them accordingly
- Report any unacceptable behaviour of a staff member and any other professionals working with children to the relevant authorities including Ofsted, the police and/or children's services.

This procedure has been designed to operate in accordance with the provisions of the Public Interest Disclosure Act 1998, which gives protection to people who disclose concerns about serious misconduct or malpractice at work.

If in doubt – raise it!

Toast and Tea Ltd will treat all matters of malpractice very seriously and responsible allegations about such matters will be dealt with quickly, seriously and with appropriate confidentiality.

- This procedure is applicable to all staff, visitors, placement students, volunteers and contractors. The term 'employees' intends to cover all these categories of people.
- This procedure gives protection to people who, in good faith, make such a disclosure, from victimisation, discrimination or disadvantage.
- It also ensures employees receive an appropriate response to their disclosure and are aware of how they may pursue the matter outside of the company if this response is not satisfactory.

It is acknowledged that there are some circumstances in which there may be a statutory requirement to report information to an external agency, such as Ofsted or the police. Disclosures made under this procedure are likely to be of a sensitive nature, and all parties should preserve confidentiality at all times.

19.1. How to make a disclosure

At first instance, you can discuss the concern with your setting manager. They have a responsibility to listen and respond to any matter that is of concern to the employee. If this is not appropriate, or the issue not satisfactorily resolved, you should contact the Director of Toast and Tea Ltd and a private interview will be arranged to review the case.

- Concerns may be raised orally or in writing. These disclosures should provide as much information as possible about the matter, including dates, individuals involved, other possible sources of information, etc. Employees must be able to demonstrate that there are reasonable grounds for making the allegations.
- Although employees who wish to make an anonymous disclosure may do so, it may be important for the investigating manager to know the source of the information for a full investigation to be possible. Furthermore, the manager would need to take into account the nature and credibility of an allegation before deciding whether to proceed with an investigation. However, employees should be re-assured that all disclosures will be treated in confidence and every effort will be made to preserve anonymity.
- If you do have any personal interest in the matter we do ask that you tell us at the outset.

There may be matters that cannot be dealt with internally and external authorities will need to become involved. Where this is necessary, Toast and Tea Ltd reserves the right to make a referral on your behalf without your consent. Toast and Tea Ltd recognises that there may be some cases where no wrong-doing is found through internal procedures. In such cases, if the disclosure is reasonable and the information believed to be true, protection will be given and no disciplinary action will be taken.

Within ten working days of a concern being raised, the person hearing the concern will write to the employee to acknowledge that the concern has been received and should indicate what initial steps they intend to take to deal with the matter.

19.2. Resulting Action

Following a disclosure made under this procedure, enquiries will be made to establish the validity of the allegations. If they are found to be true, the appropriate action will be taken, which may include:

- A full internal investigation, possibly resulting in disciplinary action
- Referral to Children's Services, Ofsted or the Police, subject to legal constraints and the need to protect the rights of individuals.

The employee raising the concern will be informed of the outcome of any investigation at the earliest practical opportunity, to reassure them that appropriate action has been taken. Such information will not include confidential details about formal action taken against another employee.

19.3. Taking the matter further

In the event that an employee feels that their concerns have not been resolved through the above process they may write to the Director of Toast and Tea Ltd outlining their concern, the action taken to date and the reasons for their dissatisfaction.

- Within 10 working days of a concern being raised, the Director will write to the employee to acknowledge that the concern has been received and indicate what steps will be taken to deal with the matter, as well as providing an estimate of the time it will take to provide a final response.

In the event that the matter cannot be satisfactorily resolved within the company, the employee may raise their concerns, in writing, within the County Council’s Services for Young Children’s Department Services for Young Children- SfYC local office - West, Eastleigh and Winchester. The Aviary CC, Blackbird Road, Eastleigh, Southampton, SO50 9JW, Tel: 0300 555 1384 Email: sfyc.ew@hants.gov.uk

19.4. Action and Support outside of the County Council

If an employee is dissatisfied with the response of Toast and Tea Ltd and the County Council, and subject to the concern being a matter covered by the Act, they can raise the matter, as appropriate, with one of the following agencies:

- a) **Public Concern at Work or Citizens Advice Bureau**
- b) **The Police-101**
- c) **Ofsted-www.ofsted.gov.uk, tel 0300 123 1231**

In taking their concern outside of the County Council, employees must ensure that, as far as possible, the matter is raised without personal information relating to other employees being disclosed. An employee who approaches an accredited legal advice centre, e.g. Public Concern at Work or Citizens Advice Bureau, does not breach the duty of confidence in this procedure to the management or the County Council.

19.5. Failure to follow this procedure

Any employee who unreasonably and without justification raises such issues on a wider basis, such as with the press, without following the steps and advice in this procedure may be liable to disciplinary action.

If you raise a genuine concern under this policy, you will not suffer any form of retribution as a result, and confidentiality will be upheld. If an allegation is found to be untrue, but the employee has made the allegation in good faith, no action will be taken against the employee. However, employees who make allegations maliciously, frivolously or for personal gain may face disciplinary action.

The Whistle-blowing Policy is distinct from our **Resolving Workplace Issues Policy**.

This policy was adopted by:	Elise Farzam	Date:	18/12/25
To be reviewed:	18/12/26	Signed:	EF

Written in accordance with the *Early Years Foundation Stage (EYFS) statutory framework for Group and School-based providers (2024): Safeguarding and Welfare Requirements: Safeguarding Policies and Procedures [3.5,3.8]*, and Section 40 of the Childcare Act 2006.