



2. Health and safety policy

Designated Health and Safety Officer is: Julie Cook

Aim

Ducklings pre-school is a suitable, clean and safe place for children to be cared for, where they can grow and learn. We meet all statutory requirements for health and safety and fulfil the criteria for meeting the Early Years Foundation Stage Safeguarding and Welfare Requirements.

Objectives

- We recognise that we have a corporate responsibility and duty of care towards those who work in and receive a service from our provision. Individual staff and service users at Ducklings pre-school also have responsibility for ensuring their own safety as well as that of others. Adherence to policies and procedures and risk assessment is the key means through which this is achieved.
- Insurance is in place, including public liability and an up-to-date certificate is always displayed.
- Risk assessment is carried out where it is helpful to do so, to ensure the safety of children, staff, parents/carers and visitors. Legislation requires all those individuals in the given workplace to be responsible for the health and safety of premises, equipment and working practices.
- Smoking and vaping is not allowed on the premises, both indoors and outdoors. If children use any public space that has been used for smoking or vaping, members of staff ensure that there is adequate ventilation to clear the atmosphere. Staff do not smoke or vape in their work clothes and are requested not to smoke or vape within at least one hour of working with children. The use of electronic cigarettes is not allowed on the premises.
- Staff must not be under the influence of alcohol or any other substance which may affect their ability to care for children. If staff are taking medication that they believe may impair them, they seek further medical advice and only work directly with children if that advice is that the medication is unlikely to impair their ability to look after children. The supervisor must be informed.
- Alcohol must not be bought onto the premises for consumption.
- A risk assessment and access audit are carried out as required and the procedure is modified according to needs identified for the specific environment.
- Risk assessments are monitored and reviewed by the designated health and safety officer

Legal references

Health and Safety at Work etc Act 1974

Health and Safety (Consultation with Employees) Regulations 1996

Management of Health and Safety at Work Regulations (1999)

Regulatory Reform (Fire Safety) Order 2005)

Electricity at Work Regulations (1989)

Regulation (EC) No 852/2004 of the European Parliament and of the Council on the hygiene of foodstuffs

Manual Handling Operations Regulations (1992) (Amended 2002)

Medicines Act (1968)

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) (Amendment) Regulations 2012

Control of Substances Hazardous to Health (COSHH) Regulations 2004

Health and Safety (First Aid) Regulations 1981

Childcare Act 2006

This health and safety policy was adopted by	NGCA Ducklings Pre-School
On	29 th September 2025
Signed on behalf of the management committee	
Name of signatory	Ken Yap
Role of signatory	Chairperson



2.a. Risk assessment

Risk assessment is carried out to ensure the safety of children, staff, parents, carers and visitors. Individuals in the workplace are responsible for the health and safety of premises, equipment and working practices. We have a 'corporate responsibility' and 'duty of care' to those who work in and receive a service from our provision. Individuals are also responsible for ensuring their own and others safety.

- A risk assessment form is completed for each area of work, and the areas of the building that are identified in these procedures
- An access audit is completed to ensure inclusion and the health and safety of all visitors, staff, and children. The relevant procedure is modified if required to match the assessment.

Risk assessment means: *Taking note of aspects of your workplace and activities that that could cause harm, either to yourself or to others, and deciding what needs to be done to prevent that harm, making sure this is adhered to and is updated when necessary.*

The law does not require that all risk be eliminated, but that 'reasonable precaution' is taken. This is important when balancing the need for children to take appropriate risks through physically challenging play. Children need opportunities to work out what is not safe and what to do when faced with a risk.

Daily safety sweeps and checks indoors and outdoors.

- Safety sweeps are conducted before children arrive when setting up for the day or closing in the afternoon. Sometimes a safety sweep will identify a risk that requires a formal risk assessment on form. For example, if a window latch is stiff and an educator has to stand on a chair in order to reach it to ensure it has closed properly.

Health and safety risk assessments

Health and safety risk assessments inform procedures. Staff, parents and carers should be involved in reviewing risk assessments and procedures, as they are the ones with first-hand knowledge as to whether the control measures are effective, and they can give an informed view to help update procedures accordingly.

The supervisor undertakes training and ensures staff have adequate training in health and safety matters. The community centre manager/administrator ensures that checks/work to premises are carried out and records are kept.

- Gas safety by a Gas Safe registered gas/heating engineer.
- Electricity safety by a qualified electrician.
- Fire precautions to check that all fire-fighting equipment and alarms are in working order.

- Hot air heating systems/air conditioning systems cleaned and checked.
- Deep clean is carried out in kitchen.

The supervisor ensures that staff members carry out risk assessments that include relevant aspects of fire safety, food safety, in each of the following areas of the premises:

- Entrance and exits.
- Outdoor areas.
- Passageways, stairways and connecting areas.
- Pre-School room.
- Shared kitchen.
- Staff/parent's room.
- Rooms used by others or for other purposes.

The supervisor ensures staff members carry out risk assessment for off-site activities, such as children's outings (including use of public transport), including:

- home visits
- other duties off-site such as attending meetings, banking etc

The supervisor ensures staff members carry out risk assessment for work practice including:

- changing nappies, and the intimate care of young children
- arrivals and departures
- children with allergies and special dietary needs or preferences
- serving snacks
- cooking activities with children
- supervising outdoor play and indoor/outdoor trampoline
- assessment, use and storage of equipment for disabled children.
- visitors bringing equipment or animals for children's learning experiences, for example fire engines.
- following any incidents involving threats against staff or volunteers
- following any accident or incident involving staff or children

The supervisor liaises with Crime Prevention Officers as appropriate to ensure security arrangements for premises and personnel are appropriate.



2.b. Ducklings room, stairway and corridors

- Significant changes such as structural alterations or extensions are reported to Ofsted.
A risk assessment is done to ensure the security of the Community centre during building work.
- Door handles are placed at average height and alternative safety measures are in place.
- Chairs are stacked safely and not too high.
- There are no trailing wires, and under floor heating.
- Windows are opened daily to ensure flow of air.
- Floors are properly dried after mopping up spills.
- Children do not have unsupervised access to stairways and corridors.
- Floor covering on stairways and corridors is checked for signs of wear and tear.
- Materials and equipment are not generally stored in corridors, but where this is the case, it does not block clear access or way out.
- Walkways and stairs are uncluttered and adequately lit.
- Stairways and corridors are checked to ensure that safety and security is maintained, especially in areas that are not often used, or where there is access to outdoors
- Socket safety inserts are not used as there is no safety reason to do so, modern plug sockets are designed to remove risk of electrocution if something is poked into them.



2.c. Kitchen

General safety

- Doors to the kitchen are kept always closed.
- Children do not have access to the kitchen.
- Staff do not normally take lunch breaks in the kitchen unless there is no alternative, in which case, lunch breaks are not taken in the kitchen when food is being prepared.
- Wet spills are mopped immediately.
- Mechanical ventilation is used when cooking.
- A clearly marked and appropriately stocked First Aid box is kept in the kitchen.

Cleanliness and hygiene

Staff follow the recommended cleaning schedules in Safer Food Better Business (SFBB).

- Floors are washed down by contract cleaners at least daily.
- All work surfaces are washed regularly with anti-bacterial agent.
- Inside of cupboards are cleaned monthly.
- Cupboard doors and handles are cleaned regularly.
- Fridge and freezer doors are wiped down regularly
- Ovens/cooker tops are wiped down daily after use; ovens are fully cleaned regularly.
- If dishwashers break down, washing up done by hand is carried out in double sinks, one to wash, one to rinse.
- Where possible all crockery and cutlery are air dried.
- Plates and cups are only put away when fully dry.
- There is a mop, bucket, broom, dustpan, and brush set aside for kitchen use only.
- Any repairs needed are recorded and reported to the Community Centre manager.

Further guidance

Safer Food Better Business: Food safety management procedures and food hygiene regulations for small business:

www.food.gov.uk/business-guidance/safer-food-better-business



2.d. Children's bathroom and nappy changing area

- Children at Ducklings pre-school provide their own backpacks for their spare clothing and nappies/underwear.
- The children have a changing unit they can climb on to. Staff do not have to lift heavy toddlers on to the waist high unit.
- The changing mat is cleaned and disinfected after every use.
- Disposable nappies and pull ups are placed in a nappy disposal unit.
- Staff use single use gloves and apron to change each child and wash their hands when they have finished in the changing areas. Please note that gloves are not always required for assisting a child sitting on the toilet in the bathroom area if there is no risk of infection, however, gloves are always available for those staff who choose to wear them to change a wet accident. Single use gloves and apron are always worn for a soiled accident.
- Staff never turn their backs on or leave a child unattended whilst on the changing unit.
- Changing mat is covered in tissue roll for each soiled change.
- Changing mat is disinfected after each change.
- Anti-bacterial wipes are not used where residue may have direct contact with skin.
- Anti-bacterial wipes that are used in the nappy changing area are not left within the reach of children.
- Natural ventilation is used; chemical air fresheners are not used.
- All other surfaces are disinfected daily.

Children's toilets and wash basins

- Children's toilets are cleaned twice daily using disinfectant cleaning spray for the bowls (inside and out), seat and lid, and whenever visibly soiled.
- Toilet flush handles are disinfected daily.
- When the toilets are not in use, they are checked to ensure the U-bend does not dry out and are flushed every week. Taps not in use are run for several minutes every two to three days to prevent infections such as Legionella.
- There is a toilet brush available for children's toilets. This is stored in the adults toilet.
- Cubicle doors and handles are washed weekly.

- Children's hand basins are cleaned twice daily and whenever visibly soiled, inside, and out using disinfectant cleaning spray. Paper towel is used to clean basins etc. and is never interchanged with the tissue used for cleaning toilets.
- Splash backs are washed daily.
- Paper towels are provided.
- Bins are provided for disposal of paper towels and are emptied daily.
- All bins are lined with plastic bags.
- Staff who clean toilets wear single use gloves.
- Staff changing children wear gloves and aprons as appropriate.
- Wet or soiled clothing is put in a plastic bag and labelled for parents to collect.
- Floors in children's toilets are washed twice daily.
- Spills of body fluids are covered with sanitaire disinfectant powder and swept up using the red dustpan and brush.
- Mops are rinsed and wrung after use and stored in the staff toilet.
- The mop used to clean the bathroom is designated for that purpose only. Colour coding helps keep it separate from the mop used in other areas.
- Used water is discarded down the drain outside.



2.e. Short trips and outings

Planning and preparation

- Our outings have a purpose with specific learning and development outcomes.
- The outing does not go ahead if concerns are raised about its viability at any point.
- Parents are informed about an outing and staff check that all consent forms are signed for each child attending.
- A minimum of two staff accompany children on outings. There is a ratio of 1:2 for all children, depending on the risk assessment.
- Children are specifically allocated to each member of staff/volunteer; they are responsible for supervising their designated children for the duration of the outing.
- Parents on outings are responsible for their own children only.
- Parents who have undergone vetting as volunteers may be included in the ratio.
- A mobile phone belonging to the pre-school, and the outings pouch first aid kit is taken out.
- Staff make sure they have water bottles, spare nappies/change of clothes and wet wipes for the children going out appropriate for the length of time they are out for.
- Sun cream is applied as needed and children are clothed appropriately.
- Staff have emergency contacts, medication and equipment needed for children.

Risk assessment

- Risk assessment if required, is completed prior to the outing and signed off by the supervisor and all staff taking part. Any existing risk assessments are reviewed/amended as required.
- Children with specific needs have a separate risk assessment if necessary.

Outing venue (larger outings)

- Venues used regularly are 'risk assessed' and an initial pre-visit is made to look at the health and safety aspects. If pre-visits cannot be made, risk assessment is achieved by calling the venue and asking for their risk assessment.

Transport

- If coach hire is required for an outing, only reputable companies are used.

- The designated lead ensures that seat belts are provided on the coach.
- The maximum seating capacity of the coach or minibus is not exceeded.
- Contracted drivers are not counted in ratios.
- Public transport should always be ratio of 1-2.

Farm and zoo visits

Staff are aware of the risks posed by infections such as E.coli being contracted from animals. They are also aware of toxic substances used on farms that could be hazardous to health. Staff are vigilant of the natural dangers presented by a farm or zoo visit and conduct a risk assessment prior to the visit.

- The venue is contacted in advance of the visit to ensure there are no recent outbreaks of E.coli or other infections. If there has been an outbreak the visit will be reviewed and may be postponed.
- Hands are washed and dried thoroughly after touching an animal.
- Nothing is consumed whilst going round the farm. Food is eaten away from animals, after thoroughly washing hands.
- Children are prevented from putting their faces against animals or hands in their own mouths.
- If animal droppings are touched, hands are washed and dried immediately.
- Shoes are cleaned and hands washed thoroughly as soon as possible on departure.
- Staff or volunteers who are or may be pregnant, should avoid contact with pregnant ewes and may want to consult their own GP before the visit.
- Farmers have a responsibility to ensure that hand washing and drying facilities are available and are suitably located, that picnic areas are separate and clean, and that all other health and safety laws are fully observed.

For further guidance, refer to the insurance provider.

Pre-school annual outing checklist

There is an identified designated lead person for the outing.

- The outing has an educational purpose and has been agreed with the supervisor.
- Risk assessments if required, are completed/updated and shared with every staff/volunteer/parent accompanying the children.
- Staff understand the potential risks when they are out with children and takes all reasonable measures to remove and minimise risks.
- Bouncy castles and similar attractions are not accessed by children on an outing.
- The designated lead is the last to leave the venue, or transport being used.
- The designated lead conducts a 'safety sweep' before during and after the outing.



2.f. Garden area

- At Ducklings pre-school all gates and fences are childproof, safe, and secure.
- Areas are checked daily to make sure animal droppings, litter, glass etc. is removed. Staff wear rubber gloves to do this.
- Bushes or overhanging trees are checked to ensure they do not bear poisonous berries.
- Stinging nettles and brambles are removed if they pose a risk to the children.
- Wooden equipment is maintained safely, and not used if broken.
- Wooden equipment is sanded and varnished as required.
- Broken equipment or outdoor toys are removed and reported to the supervisor.
- Children are always supervised within ratios outside.
- Children are suitably attired for the weather conditions and type of outdoor activities.
- Sun cream (if parents have given permission) is applied and hats are worn during the summer months. Outdoor play is avoided in extreme heat between noon and 3pm.
- Children who have no adequate means of sun protection, such as a hat, long sleeves and trousers or sun cream, are encouraged to play outdoors in shaded areas.
- Children are supervised on the trampoline.
- Water play is not left out but is cleared, cleaned and stored after each use.
- Receptacles are left upturned to prevent collection of rainwater, this is important in areas where there are vermin to prevent urine/faeces contaminating the water.
- Sightings of vermin are recorded and reported to the community centre manager who reports to the Environmental Health's Pest Control Department.
- Outdoor areas that have flooded are not used until cleaned down and restored. Grassed areas are not played on for at least one week after the floodwater has gone.

Drones

If there are concerns about a 'drone' being flown over the outdoor area, that may compromise children's safety or privacy, the supervisor/deputy supervisor will contact the police on 101.

- Children will be brought inside immediately.
- Parents will be informed that a Drone has been spotted flying over the garden area and will be advised fully of the actions taken by the pre-school
- The police will have their own procedures to follow and will act accordingly.
- If at any point following the incident, photographs taken by a drone emerge on social media that could identify the pre-school or individual children, these are reported to the police.
- A record is completed in the Incident Record book unless there is reason to believe that the incident might have safeguarding implications, for example:
 - the drone has hovered specifically over the garden area for any length of time
 - there is a likelihood that images of the children have been recorded
 - is spotted on more than one occasion
 - if the Police believe there is cause for concern

Where this is the case, Safeguarding children, young people and vulnerable adults procedures are followed.



2.g. Staff bathroom

- All areas at Ducklings pre-school are kept tidy and always uncluttered.
- The door to staff bathroom is always kept shut.
- Staff are provided with lockers for storing personal belongings, including any medication they are taking. Lockers are emptied each term.
- Toilet areas are not used for storage due to the risk of cross-contamination.
- Staff toilets are cleaned daily using disinfectant by contract cleaners.
- Toilet flush handles are disinfected daily by contract cleaners.
- There is a toilet brush provided, and paper towel is used for cleaning.
- Toilets that are not in use are checked to ensure that the U-bend is not drying out and are flushed every week. Taps that are not in use are run for several minutes every two to three days to minimise the risk of infections such as legionella.
- The toilet door and handle are washed weekly.
- Staff hand basins are cleaned daily using disinfectant by contract cleaners. Separate cloths are used to clean basins etc. and are not interchanged with those used for cleaning toilets.
- Floors in staff toilets are washed daily by contract cleaners.
- Mirrors and tiled splash backs are washed daily by contract cleaners.
- Paper towels and a hot air dryer are provided for hand drying.
- A bin is provided for sanitary wear and cleared as per contract agreement.
- A bin is provided for disposal of paper towels and are cleared daily.
- All bins are lined with plastic bags.
- If a members of staff is required to clean the toilet they wear single use gloves.



2.h. Maintenance and repairs

Any faulty equipment at Ducklings pre-school is recorded, including:

- date fault noted
- faulty item
- nature of the fault and priority
- is a risk assessment required?
- who the fault reported to for action
- action taken and when
- if no action taken by the agreed date, when and by whom the omission is followed up
- date action completed
- Any broken or unsafe item is taken out of use and labelled 'out of use'.
- Any specialist equipment (e.g. corner seat for a disabled child) which is broken or unsafe should be returned to the manufacturer or relevant professional.
- Any item that is beyond repair is condemned. This action is recorded as the action taken and the item is removed from the pre-school's inventory.
- Condemning items is done in agreement with the supervisor. Condemned items are then disposed of appropriately and not stored indefinitely on site.

Any area around or inside the community centre that is unsafe because repair is needed, such as a broken window, should be reported to the community centre manager, made safe and separated off from general use.

- Where maintenance and repairs involve a change of access to the building whilst repairs are taking place, then a risk assessment is conducted to ensure the safety and security of the building is maintained.



2.i. Staff personal safety

General

- Members of staff at Ducklings pre-school who are in the community centre early in the morning or late in the evening, ensure that doors and windows are locked.
- Visitors are allowed access only with prior appointments and once identifications are verified.
- When taking cash to the bank, the administrator is aware of personal safety. The administrator carries out a risk assessment and develops an agreed procedure appropriate to the pre-school and location.
- Staff make a note in the shared diary of meetings they are attending and when they are expected back.
- The supervisor liaises with local police for advice on any issues or concerns.

Home visits

Home visits are done at the supervisor's discretion under the following health and safety considerations:

- Staff normally do home visits in pairs; usually supervisor/deputy supervisor and administrator.
- Each home visit is recorded in the diary with the name and address of the family being visited, prior to the visit taking place.
- Staff alert a contact person in the pre-school when they are leaving to do the home visit and what time they are expected to return
- If there is reason for staff to feel concerned about entering premises on a visit, they do not do so, for example, if a parent or carer appears drunk or under the influence of drugs.
- A member of staff carries a work issued mobile phone when going out on a home visit.
- If staff do not return from the home visit at the expected time the contact person attempts to phone them and continues to do so until they make contact

If no contact is made after a reasonable amount of time has passed, the contact person rings the police.

Dealing with agitated parents/carers or other visitors in the pre-school

- If a parent/carers or visitor appears to be angry, mentally agitated, or possibly hostile, two members of staff will lead them away from the children to an area less open but will not shut the door behind them.
- If the person is standing, staff will remain standing.

- Staff will try to empathise, for example: 'I can see that you are feeling angry at this time'.
- Staff offer to discuss the issue of concern and show they recognise the concern.
- Staff will ensure that the language they use can be easily understood
- Staff will make it clear that they want to hear issues and seek solutions.
- If the person makes threats and continues to be angry, members of staff make it clear that they will be unable to discuss the issue until the person stops shouting or being abusive, avoiding expressions like 'calm down' or 'be reasonable'.
- If threats continue, members of staff will explain that the police will be called and emphasise the inappropriateness of such behaviour in front of the children.
- Procedure Threats and abuse towards staff and volunteers is implemented where staff feel threatened or intimidated.
- If the event involves a child's parent or carer, it is recorded in the child's file together with any decisions made with the parents/carers to rectify the situation.
- Any situation involving threats to members of staff are reported to the chairperson, following procedure Threats and abuse towards staff and volunteers.

Copies of correspondence regarding the incident will be kept in the relevant child's file.



2.j. Threats and abuse towards staff and volunteers

Ducklings pre-school is responsible for protecting the health and safety of all staff and volunteers in its service and has a duty of care in relation to their physical and emotional well-being. We believe that violence, threatening behaviour and abuse against staff are unacceptable and will not be tolerated. Where such behaviour occurs, we will take all reasonable and appropriate action in support of our staff and volunteers.

- Staff and volunteers have a right to expect that their workplace is a safe environment, and that prompt and appropriate action will be taken on their behalf if they are subjected to abuse, threats, violence or harassment by parents, service users and other adults as they carry out their duties.
- The most common example of unreasonable behaviour is abusive or intimidating and aggressive language. If this occurs, the ultimate sanction, where informal action is not considered to be appropriate or has proved to be ineffective, is the withdrawal of permission to be on the premises.
- Where a person recklessly or intentionally applies unlawful force on another or puts another in fear of an immediate attack, it is an offence in law which constitutes an assault. We would normally expect the police to be contacted immediately.

There are three categories of assault, based on the severity of the injury to the victim.

1. Common Assault - involving the threat of immediate violence or causing minor injury (such as a graze, reddening of the skin or minor bruise).
2. Actual Bodily Harm - causing an injury which interferes with the health or comfort of the victim (such as multiple bruising, broken tooth or temporary sensory loss).
3. Grievous Bodily Harm - causing serious injury (such as a broken bone or an injury requiring lengthy treatment).

There is also an aggravated form of assault based upon the victim's race, religion, disability or sexual orientation and other protected characteristics as defined in the Equality Act 2010 which carries higher maximum penalties.

It is important to note that no physical attack or injury needs to have occurred for a common assault to have taken place. It is sufficient for a person to have been threatened with immediate violence and put in fear of a physical attack for an offence to have been committed.

Any staff member or volunteer who feels under threat or has been threatened, assaulted, or intimidated in the course of their work must report this immediately to their supervisor who will follow the pre-school's procedures and guidance for responding.

999 should always be used when the immediate attendance of a police officer is required. The police support the use of 999 in all cases where:

- there is danger to life
- there is a likelihood of violence
- an assault is, or is believed to be, in progress
- the offender is on the premises
- the offence has just occurred, and an early arrest is likely

If it is not possible to speak when making a 999 call because it alerts an offender, cough quietly or make a noise on the line, then follow the prompts to dial 55 (mobiles only) for a silent call. Police may be able to trace the call and attend the premises.

Harassment and intimidation

Staff may find themselves subject to a pattern of persistent unreasonable behaviour from individual parents or service users. This behaviour may not be abusive or overtly aggressive but could be perceived as intimidating and oppressive. In these circumstances staff may face a barrage of constant demands or criticisms on an almost daily basis, in a variety of formats for instance, email or telephone. They may not be particularly taxing or serious when viewed in isolation but can have a cumulative effect over a period of undermining their confidence, well-being, and health. In extreme cases, the behaviour of the parent or other service user may constitute an offence under the Protection from Harassment Act 1997, whereby:

A person must not pursue a course of conduct:

(a) which amounts to harassment of another, and

(b) which he knows or ought to know amounts to harassment of the other.

If so, the police have powers to act against the offender. Such situations are rare but, when they do arise, they can have a damaging effect on staff and be very difficult to resolve. If the actions of a parent appear to be heading in this direction, staff should speak to their supervisor who will take appropriate action to support. This may include the chairperson sending a letter to the aggressor, warning them that their behaviour is unacceptable and may result in further action being taken against them. All incidents must be recorded and reported to the parents management committee.

Banning parents and other visitors from the premises

- Parents and some other visitors normally have implied permission to be on the premises at certain times and for certain purposes, and they will not therefore be trespassers unless the implied permission is withdrawn.
- If a parent or other person continues to behave unreasonably on the premises a letter will be sent to them from the chairperson, withdrawing the implied permission for them to be there.
- Further breaches may lead to prosecution of the person concerned by the police, and they are treated as a trespasser.

- Full records are kept of each incident, in the Incident Record book, including details of any person(s) who witnessed the behaviour of the trespasser(s), since evidence will need to be provided to the Court.

Dealing with an incident

- We would normally expect all cases of assault, and all but the most minor of other incidents, to be regarded as serious matters which should be reported to the supervisor and/or the police and followed up with due care and attention.
- A record of the incident must be made whether the police are involved or not.
- Whilst acknowledging that service users i.e. parents and families, may themselves be under severe stress, it is never acceptable for them to behave aggressively towards staff and volunteers. Individual circumstances along with the nature of the threat are considered before further action is taken.
- All parties involved should consider the needs, views, feelings and wishes of the victim at every stage. We will ensure sympathetic and practical help, support and counselling is available to the victim both at the time of the incident and subsequently.
- A range of support can be obtained:
 - from the supervisor, chairperson and/or a staff colleague
 - from Victim Support on giving evidence in court
- In non-urgent cases, where the incident is not thought to be an emergency, but police involvement is required, all staff and volunteers are aware of the non-emergency police contact number 101.
- 999 calls receive an immediate response. Unless agreed at the time, non-emergency calls are normally attended within 8 hours (24 hours at the latest).
- When they attend the pre-school, the police will take written statements from the victim (including a 'Victim Personal Statement') and obtain evidence to investigate the offence in the most appropriate and effective manner.
- The police will also consider any views expressed by the supervisor and chairperson as to the action they would like to see taken. The supervisor should speak to the victim and be aware of his or her views before confirming with the police how they wish them to proceed.
- In some cases the victim may be asked by the police if he/she wishes to make a complaint or allegation against the alleged offender. It is important to ensure that the victim can discuss the matter with their supervisor, a colleague or friend before deciding on their response. It is helpful for the victim to be assured that, if there is a need subsequently to give evidence in court, support can be provided if it is not already available from Victim Support.
- The decision regarding whether an individual is prosecuted is made by the police or Crown Prosecution Service (CPS) based on the evidence and with due regard to other factors.

- After the incident has been dealt with, a risk assessment is done to identify preventative measures that can be put in place to minimise or prevent the incident occurring again.

Harassment or intimidation of staff by parents/carers/visitors

- Through open communication between staff and parents/carers a culture of respect and tolerance should always be promoted. Should this communication and relationship break down due to a parent or parents/carers behaviour towards the staff member the supervisor should contact the chairperson for advice and support. Where the staff member feels threatened or intimidated the aggressive and unacceptable behaviour should be addressed.
- Where the parent's behaviour merits it, the supervisor, with another member of staff present, should inform the parent clearly but sensitively that staff feel unduly harassed or intimidated and are considering escalating the issue and making a complaint to the police if the behaviour does not desist or improve. The parent should be left in no doubt about the gravity of the situation and that this will be followed up with a letter drafted by the supervisor but sent to the chairperson for approval before being issued.
- The letter to the parent/carers should outline the zero-policy approach for any form of harassment, intimidation or abuse directed at staff.
- Staff must keep a record of incidents, including dates, times, locations, and witnesses, to support future action and meet reporting procedures as outlined in the Record keeping policy.
- If the investigation concludes that the parent's expectations and demands are unreasonable, and that they are having a detrimental effect on staff, the findings can strengthen the supervisor's position in further discussions with the parent and subsequently, if necessary, with the police. See procedures above relating to banning parents/carers from the premises.
- If the investigation concludes that the parents/carers expectations and demands are reasonable and if the parent/carer feels unhappy with the staff member or the pre-school itself the supervisor and chairperson of the parents management committee might wish to consider advising the parent/carer to make a formal complaint. Information about how to complain is clearly displayed for parents/carers and service users.

Complaints relating to potential breaches of the EYFS Safeguarding and Welfare requirements will be managed according to the Complaints procedure for parents and service users.



2.k. Parental code of conduct

Aim

As parents of NGCA Ducklings Pre-School, you will understand the importance of a good working relationship to enable us to help your children with the necessary skills for their development whilst in our care.

The purpose of this document is to provide a reminder to all parents/carers and visitors to our Pre-School about their expected conduct and behaviour.

Guidance

- Parents are responsible for and must always be in control of their own behaviour.
- Demonstrate that all members of the Pre-School must be treated with tolerance and respect and therefore set a good example in their own speech and conduct for the children.
- Respect and model the caring ethos of our Pre-School on or off premises and when communicating with our staff.
- Understand that parents need to work together with Pre-School staff for the benefit of all, especially the children.
- Correct own child's behaviour especially in public where it could otherwise lead to conflict, aggressive or unsafe behaviours.
- Seek to clarify a child's version of event and balance it with the setting's observation and report, in order to bring about a satisfactory solution to any issues.
-

To support a peaceful and safe Pre-School environment, we do not tolerate anyone showing the following:

- Disturbing Pre-School staff and trying to speak to them whilst they are supervising the children.
- Breaching Pre-School security procedures, such as attempting to gain entry to any part of the Pre-School without permission or disregard appropriate supervision.
- Using loud, offensive or profane language, swearing, cursing, or displaying a temper.
- Damaging or destroying Pre-School property.
- Abusive, persistent, or threatening e-mails, text, voicemail, phone messages, or other forms of communication.
- Threatening to do bodily harm to anyone regardless of whether or not the behaviour is a criminal offence.
- The use of physical aggression towards another adult or child, including physical punishment against your own child on Pre-School premises.
- Approaching someone else's child to discuss or chastise them because of whatever interactions that may have taken place between the children. Such an approach may be seen as an assault on that child and may have legal consequences.
- Smoking, consumption of alcohol or other illegal drugs whilst on Pre-School premises.

Inappropriate use of Social Media

- Social media websites are being used increasingly to fuel campaigns and complaints against early years settings, or to share inappropriate information.
- Inappropriate information including but not limited to: naming children involved in incidences, confidential matters about a setting, allegations or accusations, and false news.
- Defamatory, offensive, or derogatory comments about the Pre-School or any of the children, parents or staff on any social media sites.
- The Pre-School considers the use of social media websites or apps in this way as unacceptable and not in the best interests of the children or the Pre-School community.
- If any of our parent/carer of our children is found to be posting libellous or defamatory comments on social media network sites or Apps, they will be reported to the 'report abuse' section of the relevant network site.
- The Pre-School also expects that such comments be removed immediately.
- Cyber bullying by a parent who publicly humiliates a member of staff, or by posting an inappropriate social network post, the Pre-School will deal with this as a serious incident.
- In serious cases, the Pre-School will consider its legal options for such misuse of social media and other sites.

Any concerns you may have must be made through the proper channels by speaking to your Key Person, Deputy or Supervisor, and / or Chairperson of the Parents Management Committee, so your concerns can be dealt with fairly, appropriately, and effectively for everyone.

All parents/carers must make everyone who is responsible for collecting their children aware of this Parental Code of Conduct.

For persistent breach of this Parental Code of Conduct, NGCA Ducklings Pre-School may consider it necessary to ban the offending adult from entering the grounds, and / or withhold the session allocations to your child/ren.

We trust that our parents and carers will help us with the implementation of this Parental Code of Conduct and thank you for your continuing support of NGCA Ducklings Pre-School.



2.1. Entrance and approach to Ducklings pre-school

- Entrances and approaches are kept tidy and always uncluttered.
- All gates and external fences are childproof and safe
- Front doors are always kept locked and shut.
- CCTV is used around the community centre; the community centre manager adheres to CCTV procedure.
- The identity of a person not known to members of staff is checked before they enter the pre-school.
- All staff and visitors to the pre-school sign in and out.
- A member of staff is available to open and close the door and to greet arrivals, say goodbye to parents and to make sure that doors and gates are shut.
- Back doors are always kept shut, unless the children are in the garden area playing.
- Where building works or repairs mean that normal entrances/exits or approaches to the pre-school are not in use, a risk assessment is conducted to maintain safety and security whilst the changes are in place.



2.m. Control of Substances Hazardous to Health (COSHH)

- Staff at Ducklings pre-school implement the current guidelines of the Control of Substances Hazardous to Health (COSHH) Regulations.
- Personal protective equipment (PPE), such as rubber gloves, latex free/vinyl gloves, aprons etc., is available to all staff as needed and stocks are regularly replenished.
- Hazardous substances are stored safely away from the children.
- Chemicals used in the pre-school should be kept to the minimum to ensure health and hygiene is maintained.
- Risk assessment is done for all chemicals used in the pre-school.
- Environmental factors are considered when using and disposing of chemicals.
- All members of staff are vigilant and use chemicals safely.
- Bleach is not used in the pre-school.
- Anti-bacterial hand wash is not normally used, unless specifically advised during an infection outbreak, such as Pandemic flu or Coronavirus.
- Anti-bacterial cleaning agents are restricted to toilets, nappy changing areas and food preparation areas and are not used when children are nearby.
- Members of staff wear gloves when using cleaning chemicals.



2.n. Manual handling

- All staff at Ducklings pre-school comply with the risk assessment and have a personal responsibility to ensure they do not lift objects likely to cause injury. Failure to do so may invalidate an insurance claim.
- Members of staff bring the supervisor's attention to any new risk, or situations where the control measures are not working.
- Risk assessments may need to be changed for some individuals, such as a pregnant woman, or staff with an existing or previous injury or impairment that may affect their capacity to lift.
- Risk assessment is carried out of the environment in which the lifting is done.
- The supervisor ensures that they and their staff are trained to lift and move heavy objects and unstable loads correctly. Children are also heavy and need to be lifted and carried carefully and correctly.

Guidelines:

- Do not lift heavy objects alone. Seek help from a colleague.
- Bend from the knees rather than the back.
- Do not lift very heavy objects. even with others. that are beyond your strength.
- Use trolleys for heavy items that must be carried or moved on a regular basis.
- Care should be taken when Items need be lifted onto, or from, storage areas above head height.
- Do not stand on objects, other than proper height steps, to reach high objects and never try to over-reach.
- Push rather than pull heavy objects.
- Do not carry heavy objects up or down stairs; or carry large objects that may block your view of the stairs.
- Do not hold children by standing and resting them on your hips.

Please note this is not an exhaustive list.

- The supervisor is responsible for carrying out risk assessment for manual handling operations, which includes lifting/carrying children and lifting/carrying furniture or equipment.



2.o. Festival (and other) decorations

General

- Basic safety precautions apply equally to decorations put up for any festival as well as to general decorations in the pre-school. Children are informed of dangers and safe behaviour, relative to their level of understanding.

Decorations

- Only fire-retardant decorations and fire-retardant artificial Christmas trees are used.
- Paper decorations, other than mounted pictures, are not permitted in the public areas of the community centre, for example, corridors, stairway etc.

Electrical equipment.

- Electrical equipment (a light, extension leads etc) must be electrically tested before use.
- If using tree lights, place the tree close to an electrical socket and avoid using extension leads. Always fully uncoil any wound extension lead to avoid overheating.
- Remember to unplug the lights at the end of the day.
- Electrical leads are arranged in such a way that they do not create a trip hazard.

Location

- Trees and decorations must never obstruct walkways or fire exits.
- Do not place decorations on or close to electrical equipment (e.g. computers); they are a fire hazard.
- Decorations must be clear of the ceiling fire detectors, sprinklers, and lights.

Children's areas

- Christmas trees and other free-standing decorations are placed where children cannot pull them over.
- Glass decorations are not used.



2.p. Jewellery and hair accessories

Children, staff members, volunteers and students do not attend the setting wearing jewellery or fashion accessories that may pose a potential hazard to the children or themselves.

- Health and safety take precedence over respect for culture, religion or fashion.
- Members of staff do not wear jewellery or fashion accessories, such as belts or high heels, that may pose a danger to them or to the children. These include large rings with sharp edges, earrings - other than studs, chain necklaces, or bracelets with attachments that can be pulled off, or belts with large buckles.
- Parents must ensure that any jewellery worn by children poses no risk, for example, earrings which may get pulled, bracelets which can get caught when climbing, or necklaces that may pose a risk of strangulation.
- Children may wear small, smooth stud earrings.
- Children, staff, and volunteers do not wear anything with sharp edges that could scratch children, or jewellery with small elements that could become detached and swallowed.
- Hair accessories that may come loose posing a choking hazard are removed before children sleep or rest.
- Parents are requested not to send children wearing hair beads. If staff see beads that are coming loose, they will remove them.
- Hair accessories that may pose a choking hazard to other children should they become detached, should be removed if members of staff consider this to be a possibility.
- Amber beads for teething pain relief are not to be worn due to the risk of choking posed to the children who may remove them.



2.q. Animals and pets

- Staff will be aware of any allergies or issues individual children may have with any animals/creatures.
- A risk assessment is conducted and considers any hygiene and safety risks posed by the animal or creature.
- Suitable housing for the animal is provided and is regularly cleaned and maintained.
- The correct food is offered at the right times and staff are knowledgeable of the pet's welfare and dietary needs.
- Arrangements are made for weekend and holiday care for the animal/creature.
- Children are taught correct handling of the pet and are always supervised.
- Children wash their hands after handling the pet and do not have contact with animal faeces, or soiled bedding.
- Members of staff wear single use vinyl/latex free gloves when cleaning/handling soiled bedding.
- Snakes and some other reptiles are not suitable pets for the setting due to infection risks.
- The manager will check with the chairperson before introducing a new pet into the setting.

Animals brought in by visitors

- The owner of the animal/creature maintains responsibility for it in the pre-school.
- The owner carries out a risk assessment detailing how the animal/creature is to be handled and how any safety or hygiene issues will be addressed.
- No dogs on the Government's Banned Dogs list are to be brought on site at any time. All other dogs brought on site by parents during arrivals and departure times must be on a lead and under control. The supervisor reserves the right to request that a dog is not brought on site, if the animal appears to be out of control, or likely to pose a risk.



2.r. Face painting

Children are face painted only if parents have given prior written consent. Verbal consent is fine at events where parents are present.

- A child who does not want to have their face painted will not be made to continue.
- Children under two years of age are generally not fully face painted, however a nose and whiskers (or similar) is fine. Having an arm or hand painted with a flower, star or butterfly is also an option for young children who may not sit still.
- Children with open sores, rashes or other skin conditions are not painted.
- Glitter based face paints are not used on children under two years of age.
- Members of staff painting children's faces wash their hands before doing so, cover any cuts or abrasions and ensure they have the equipment they need close to hand.
- Only products with ingredients compliant with EU and FDA regulations for skin contact are used.
- Clean water is used to wash brushes and sponges between children. Ideally a sponge is used once only before being machine washed on a hot cycle.
- Staff face painting at an event ensure they have a comfortable chair or shoes if standing, to reduce the risk of back or neck strain. Face painting is an activity that can cause repetitive stress injuries; therefore, regular breaks are taken at events such as fetes.



2.s. Notifiable incident, non- child protection

Staff respond swiftly, appropriately and effectively in the case of an incident within the pre-school. Notifiable incidents in this procedure are those not involving child protection.

A 'notifiable' incident' could include:

- fire or suspected arson
- electric or gas fault
- burst pipe, severe leak or flooding
- severe weather that has caused an incident or damage to the community centre
- break-in with vandalism or theft
- staff, parent, carer or visitor mugged or assaulted on site or in vicinity on the way to or from the pre-school
- outbreak of a notifiable disease
- staff, parent or carer threatened/assaulted on the premises by a parent or visitor
- accidents due to any other faults (that are reportable under RIDDOR)
- lost child
- any event or information that becomes known, that may have implications for the pre-school or the wider organisation in the future use

The designated health and safety officer: Julie Cook

- has all emergency services numbers immediately to hand
- has a list of contacts for maintenance and repair
- ensure that members of staff know what to do in an emergency
- risk assess the situation and decides, with the chairperson, if the premises are safe to receive children before any children arrive or to offer a limited service

Emergency evacuation

In most instances, children will not be evacuated from the premises unless there is an immediate risk or unless they are advised to do so by the emergency services.

- There is an emergency evacuation procedure in place which is unique to the pre-school and based upon risk assessment in line with others using the community centre.
- Emergency evacuation procedures are practised regularly and are reviewed according to risk assessment (as above).
- Staff evacuate children to a pre-designated area (as per the fire drill), unless advised by the emergency services that the designated area is not suitable at that time.
- Once evacuated, nobody enters the premises, until the emergency services say so.
- Members of staff will act upon the advice of the emergency services at all times.

Ducklings Emergency Evacuation Procedure

ON DISCOVERING A FIRE:

Raise the alarm by breaking the nearest fire alarm glass

Alert the other staff

Act calmly

ON HEARING THE FIRE ALARM:

Assemble in a line by the appropriate fire exit

Fire Officer to collect keys and daily register and line up by the front door

Evacuation Officer to check bathroom area, collect fire box and the registration file.

The Evacuation Officer is the last person to leave the building

If children are outside playing line up by appropriate gate and unlock padlock

At no point take the children back through the building

Walk calmly reassuring and supporting the children to the assembly point

Call the register and account for all children and adults

Remain with the children at all times

Call the fire service when it is safe to do so

ASSEMBLY POINT IS SITUATED: ON GRASSED AREA ADJACENT

TO THE CAR PARK AND PLAY AREA

Emergency Closure

The circumstances under which the pre-school may be closed due to an incident include:

- The parents management committee make the decision to close – thereby withdrawing the service.
- A third party makes the decision to close for example:
 - the emergency services
- A parent/carer makes the decision for their child not to attend.
 - If a parent/carer makes the decision for their child not to attend due to a critical incident, the child's fees are due as normal.
 - Further consideration of individual incidences must be done in consultation with the chairperson.

Recording and reporting

- On discovery of the notifiable incident, the member of staff reports to the appropriate emergency service, fire, police, ambulance, if those services are needed.
- The member of staff ensures that the supervisor and/or deputy supervisor are informed (if not on the premises at the time) and that the chairperson is informed.
- The supervisor completes and sends an incident record to the chairperson/Ofsted representative, who, according to the severity of the incident notifies Ofsted or RIDDOR.
- If the incident indicates that a crime may have been committed, all staff witness to the incident should make a written statement.
- Staff do not discuss the incident with the press.

RIDDOR reportable events include:

- Specified injuries at work, as detailed at www.hse.gov.uk
- Fatal accidents to staff, children and visitors (parents).
- Accidents resulting in the incapacitation of staff for more than seven days.
- Injuries to members of the public, including parents' and children, where they are taken to hospital.
- Dangerous 'specified' occurrences, where no-one is injured but they could have been. (these are usually industrial incidents).

This may include:

- a member of staff injures back at work through lifting and is off for two weeks

- a parent slips on a wet floor near the water tray and is taken to hospital
- the ceiling collapses
- an outbreak of Legionella

The supervisor informs the chairperson and completes an accident and/or incident record; witness statements are taken as previously detailed.

- If the incident is RIDDOR reportable, the supervisor telephones HSE Contact Centre on 0345 300 9923 or reports online at www.hse.gov.uk/riddor/report.htm
- RIDDOR Reportable events require reporting to RIDDOR within 15 days of the event occurring.

The local authority investigates all reported injuries, diseases or dangerous occurrences. They will decide if there has been a breach in health and safety regulations and will decide what measures will be taken.

The chairperson reviews how the situation was managed, as above, to ensure that investigations were rigorous and that policies and procedures were followed.

If an insurance claim is likely:

- incidents such as fire, theft or flood are notified to the insurance provider immediately
- the pre-school does not admit liability
- if broken or faulty equipment is involved, it must not be repaired, destroyed or disposed of, in case it is needed during the investigation
- if communication from a solicitor is received on behalf of the injured party, this is sent directly to the insurance provider; the supervisor will then write to the solicitor to confirm that the letter has been passed on
- the incident is not discussed with any outside persons, or other parents, no matter what questions they may ask about their own child's safety in relation to the incident, as it is regarded as confidential under the Data Protection Act.



2.t. Emergency evacuation and lock-down

Most procedures for handling an emergency are focussed on an event happening in the building. However, in some situations you will be advised to stay put (lock-down) rather than evacuate. 'Lock-down' of a building/group of buildings is intended to secure and protect occupants in the proximity of an immediate threat. By controlling movement in an area, emergency services can contain and handle the situation more effectively.

- The supervisor at Ducklings pre-school assesses the likelihood of an incident happening based on their location.
- The supervisor ensures that the emergency evacuation and lock-down procedures are included in staff training and induction.
- The supervisor will check our police website for advice and guidance.
- Local police contact numbers are clearly displayed for staff to refer to.
- Staff rehearse simple 'age appropriate' actions with the children such as staying low to the floor, keeping quiet and listening to instructions in the same way that fire procedures are practiced. Lock-down should be rehearsed and recorded termly.
- The supervisor is aware of the current terrorist alert level, as available at www.mi5.gov.uk/threat-levels.
- We follow any additional advice issued by the local authority.
- Emergency procedures are reviewed and added to if needed.
- Information about this procedure is shared with parents and all staff are aware of their role during 'lock-down'.
- A text/phone message is issued to parents when lock-down is confirmed.

Suggested wording for parent message

Due to an incident we have been advised by the emergency services to secure the premises and stay put until we are given the 'all clear'. Please do not attempt to collect your child until it is safe to do so. We will let you know as soon as we are able to when that is likely to be. In the meantime, we need to keep our telephone lines clear and would appreciate your cooperation in not calling unless it is vital that you speak to us.

Lock-down procedures

If an incident happens the supervisor acts quickly to assess the likelihood of immediate danger. In most cases the assumption will be that it is safer to stay put and place the pre-school into 'lockdown' until the emergency services arrive. As soon as the emergency services arrive at the scene staff comply with their instructions.

During 'lock-down'

- Staff and children stay in their designated areas if it is safe to do so.
- Doors and windows are secured until further instruction is received.
- Curtains and blinds are closed where possible.
- Staff and children stay away from windows and doors.
- Children are encouraged to stay low and keep calm.
- Staff tune into a local TV or radio station for more information.
- Staff do NOT make non-essential calls on mobile phones or landlines.
- If the fire alarm is activated, staff and children remain in their designated area and await further instructions from emergency services, unless the fire is in their area. In which case, they will move to the next hall, following usual fire procedures.

The door will not be opened once it has been secured until the supervisor is officially advised "all clear" or is certain it is emergency services at the door.

During lockdown staff do NOT:

- assemble in large open areas
- call 999 again unless there is immediate concern for their safety, the safety of others, or they feel they have critical information that must be passed on

Following lock-down:

- Staff will cooperate with emergency services to assist in an orderly evacuation.
- Staff will ensure that they have the register and children's details.
- Staff or children who have witnessed an incident will need to tell the police what they saw. The police may require other individuals to remain available for questioning.
- In the event of an incident, it is inevitable that parents will want to come to the pre-school and collect their children immediately. They will be discouraged from doing so, until the emergency services give the 'all clear'. Staff will be always acting on the advice of the emergency services.

Recording and reporting

- The supervisor reports the lockdown to the chairperson as soon as possible. In some situations, this may not be until after the event.
- A record is completed as soon as possible.

Further guidance

Members of the public should always remain alert to the danger of terrorism and report any suspicious activity to the police on 999 or the anti-terrorist hotline: 0800 789 321.

For non-emergency, call the police on 101.



2.u. Closed circuit television (CCTV)

CCTV is used for the purpose of providing additional security for children, staff, parents/carers, visitors and other agencies concerned with the community centre.

The use of CCTV is informed by the guiding principles of the Surveillance Camera Code of Practice (Home Office 2013) as follows:

1. Use of a surveillance camera system must always have a specified purpose which is in pursuit of a legitimate aim and necessary to meet a pressing need.

The purpose will be to further support the perception of the safety and well-being of children, staff and visitors to the community centre; to protect the community centre and pre-school and its assets; to assist in the detection of any crime that may have been committed. CCTV is never used without a specified purpose and likewise is not reviewed by staff members who do not have authority and a specific reason for doing so.

2. The use of a surveillance camera system must take into account its effect on individuals and their privacy, with regular reviews to ensure its use remains justified.

The Human Rights Act (1998) gives every individual the right to private life and correspondence. This means that CCTV will only be used in public areas of the community centre. The Notley Green community association will review the continued use of CCTV at least annually and will discuss any issues arising from the use of CCTV during routine supervision with the supervisor.

3. There must be as much transparency in the use of surveillance camera systems as possible, including a published contact point for access to information and complaints.

There are signs clearly displayed for staff, parents and visitors, informing them that CCTV is in operation and that they may be recorded. The procedure is displayed for staff, visitors and parents. Complaints relating to the use of CCTV should be discussed with the supervisor in the first instance following Complaints procedure for parents and service users.

4. There must be clear responsibility and accountability for all surveillance camera system activities including images and information collected, held and used.

The community centre manager is responsible for the day-to-day management of the CCTV system. Images are stored on the system for up to 4 weeks and are then automatically recorded over. Images are not routinely scrutinised unless there is a legitimate reason to do so, i.e. a complaint made by a parent, member of staff or visitor to the premises.

5. Clear rules, policies and procedures must be in place before a surveillance camera system is used, and these must be communicated with all who need to comply with them.

The procedure covers all aspects and is reviewed annually. Parents and visitors are made aware of the procedure which is displayed clearly for them to view at any time. The following details are kept:

- name of community centre manager responsible for day-to-day CCTV use
 - name of community centre line manager
 - name of CCTV system used
 - number and positions of cameras in use daily
 - names of staff authorised to view CCTV images (ensuring this is only staff with a legitimate reason to do so)
6. No more images and information should be stored than that which is strictly required for the stated purpose of the surveillance camera system, and such images and information should be deleted once their purpose is discharged
 7. Images are recorded over or destroyed after 4 weeks and are only used as stated above. Images must not be destroyed before this time if an official request to view them is made.
 8. Access to retained images and information should be restricted and there must be clearly defined rules on who can gain access and for what purpose such access is granted; the disclosure of images and information should only take place for law enforcement purposes.
 9. Surveillance camera system operators should consider any approved operational, technical and competency standards relevant to a system and its purpose and work to maintain those standards.

The community centre manager and the chairperson of the Notley Green community association will take heed of local and national guidance for the use of CCTV in the setting.

10. Surveillance camera system images and information should be subject to appropriate security measures to safeguard against unauthorised access and use
11. There should be effective review and audit mechanisms to ensure legal requirements, policies and standards are complied with in practice, and regular reports should be published.

The supervisor is responsible for ensuring that policies and standards are adhered to at all times, seeking further advice from the chairperson and community centre manager at any point when the images must be scrutinised for the purpose of investigating an incident.

12. When the use of a surveillance camera system is in pursuit of a legitimate aim, and there is a pressing need for its use, it should then be used in the most effective way to support public safety and law enforcement with the aim of processing images and information of evidential value.

If CCTV images are reviewed following an incident or an allegation, a record is made. Under no circumstances are CCTV images shared with parents or other service users unless there is a legitimate reason for doing so.

The process for using CCTV in these circumstances is as follows:

- an allegation or incident occurs that may have been caught on CCTV
- community centre manager reviews CCTV footage and retains a record
- community centre manager reports their findings to the supervisor and chairperson
- if there is reason to believe that a crime may have been committed then an investigation takes place.
- a parent or other person whose image has been recorded and retained and wishes to access the images must apply to the community centre manager in writing
- the Data Protection Act gives the community centre manager the right to refuse a request to view the images, particularly where such access may prejudice the prevention or detection of a crime
- if access to the image is refused then the reasons are documented and the person who made the request is informed in writing within 28 days. The images are not destroyed until the issue is resolved
- at all times, Safeguarding children, young people and vulnerable adults procedures are followed.

13. Any information used to support a surveillance camera system which compares against a reference database for matching purposes should be accurate and kept up to date.

Legal basis

Human Rights Act 1989

Data Protection Act 1998

Protection of Freedoms Act 2012

GDPR 2018