

Health and Safety

Health and safety general standards (including Risk Assessment)

Policy statement

Mr. Bee's believes that the health and safety of children and adults is of paramount importance. Mr Bee's ensures Centre Leads, Supervisors and Managers make each Centre a safe and healthy place for children, parents, employees, and volunteers by assessing and minimising the hazards and risks to enable the children to thrive in a healthy and safe environment. 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 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.
- We have public liability insurance and employers' liability insurance. An up-to-date certificate for employer's liability insurance is always displayed in the reception area at each Mr. Bee's Centre and public liability is outlined in our insurance schedule and is available upon request.
- **The Centre Lead / Person in Charge is responsible for health and safety in their centre / area.** Each of these individuals is competent to carry out these responsibilities. Each of these individuals has undertaken health and safety training, keeps up to date with changes in legislation and feedback the need to update health and safety policy and procedures to the Senior Early Years Professional.
- Our **Senior Early Years Professional (Senior EYP), Karen Gibbons** has the responsibility to oversee all three childcare centres.
- Overall responsibility for health and safety in the Centres is that of the **Board of Trustees. Jeanette Nowrung** is the person to contact regarding health and safety matters on behalf of the Trustees.
- St Augustine's tenants are each individually responsible for Health and Safety in their leased areas and responsible to ensure they are aware of Mr Bee's Health and Safety policy and procedure and know where to report any concerns about their own and the shares areas of the building.
- We display the necessary health and safety poster in a location accessible by the public in each Mr. Bee's Centre.

We promote health through:

- ensuring emergency and first aid treatment is given where necessary (full details can be found in our First Aid policy)
- ensuring that medicine necessary to maintain health is given correctly and in accordance with legal requirements (full details can be found in our Managing children with allergies; children who are sick or infectious and administering medicines policy).

- identifying allergies and preventing contact with the allergenic substance (full details can be found in our Managing children with allergies; children who are sick or infectious and administering medicines policy).
- identifying food ingredients that contain recognised allergens and displaying this information for parents (full details can be found in our Food Safety policy).
- promoting health through taking necessary steps to prevent the spread of infection and taking appropriate action when children are ill (full details can be found in our Managing children with allergies; children who are sick or infectious and administering medicines policy).
- promoting healthy lifestyle choices through diet and exercise.
- supporting parents right to choose complementary therapies.
- recognising the benefits of baby and child massage, by parents or staff carrying out massage under conditions that maintain the personal safety of children.
- pandemic flu planning or illness outbreak management as per DfE and World Health Organisation (WHO) guidance.

PROCEDURES

Awareness raising

- Our induction training for employees and volunteers includes a clear explanation of health and safety issues so that all adults can adhere to our policy and procedures as they understand their shared responsibility for health and safety. The induction training covers matters of employee well-being, including safe lifting and the storage of potentially dangerous substances and how to report a health or safety hazard to the appropriate person.
- Mr Bee's provides a Childcare Handbook which covers all aspects of childcare and health and safety for new members of childcare employees.
- Any changes and/or updates to health and safety guidance are provided through team meetings, internal communications, and training days.
- Records are kept of induction training sessions and new employees and volunteers are asked to sign the records to confirm that they have taken part.
- Health and safety issues are explained to the parents of new children so that they understand the part played by these issues in the daily life of the Centre and information provided within the welcome pack.
- As necessary, health and safety training are included in the annual training plans of employees, and health and safety is discussed regularly at team meetings.
- We operate a no smoking policy, **including vapes** (see below).
- Children are made aware of health and safety issues through discussions, planned activities and routines.

Risk Assessment

Risk assessment is carried out **where it is helpful to do so**, to ensure the safety of children, staff, parents, 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.

Risk assessment means taking note of aspects of your workplace and activities 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 updated as necessary**.

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

Health and safety risk assessments inform procedures. Employees and parents should be involved in reviewing risk assessments and procedures – 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.

Our risk assessments cover is based on five steps:

- **Identification of hazard:** What is it about the activities, processes or substances used that could injure adults and children or harm their health?
- **Who is at risk:** Childcare employees, young workers, expectant mothers, children, parents, cooks, cleaners, contractors, people with disabilities or visitors?
- **Evaluate the risks and decide on precautions:** Decide if the risk is high or low, can be removed or what can be done to reduce the risk.
- **Record control measures to reduce/eliminate risk:** What you will need to do, or ensure others will do, to reduce the risk. Risk assessments should be written where more than five employees or volunteers are employed and will assist with reviewing later.
- **Monitor and review your risk assessment and update if necessary:** This is completed regularly to consider significant changes, improvements required, new problems identified by employees and lessons learned from previous accidents or near misses.

Mr. Bee's risk assessment process covers adults and children and includes:

- determining where it is helpful to make some written risk assessments in relation to specific issues, to inform employees practice, and to demonstrate how we are managing risks if asked by parents and/or carers and inspectors;
- checking for and noting hazards and risks indoors and outside of our premises and for activities;
- assessing the level of risk and who might be affected;
- removing the risk where possible;
- deciding which areas need attention and reporting to their line manager; and
- completing the hazard analysis form which specifies the action required, the timescales for action, the person responsible for the action and any funding required.
- Our risk assessments are written and reviewed regularly.
- Each centre maintains a list of health and safety issues which are checked daily before the session begins (Daily Risk Assessment), as well as those which are checked monthly (Monthly Risk Assessment) and annually when a full risk assessment is carried out which includes Fire Safety and Emergency Evacuation (see separate policy).
- A SEN Support: Access Audit is carried out and the procedure is modified according to needs identified for each Centre.

- A prioritised place risk assessment is completed for offering prioritised places during a national pandemic (such as Covid–19). A separate form is completed for each child who is prioritised because they are vulnerable, or meet any other criteria stipulated by the Government at the time. Risk assessment is also completed for each individual group/room as appropriate. If the risk assessment indicates a high risk if the place is offered, that cannot be minimised, the offer of the place may be withdrawn at the discretion of the Centre Lead and Senior Early Years Professional.
- Each Centre Lead/Supervisor in liaison with the **Senior Early Years Professional** ensures that checks/works to premises are carried out and records kept on:
 - 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.
 - Food Safety and Deep clean is carried out in kitchen.
- The Centre Lead / Person in Charges 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 where applicable:
 - Entrance and exits.
 - Outdoor areas.
 - Passageways, stairways and connecting areas.
 - Group rooms.
 - Sleep areas.
 - Main kitchen.
 - Milk kitchen (if applicable).
 - Staff/parent's room.
 - Rooms used by others or for other purposes.
- Our Centre Leads carry out risk assessments for work practice where applicable, including:
 - changing children, and the intimate care of young children and older children;
 - Arrivals and departures.
 - preparation of milk and other food/drink for babies
 - preparation and serving of food/drink for children;
 - children with allergies and special dietary needs or preferences
 - serving food in group rooms
 - cooking activities with children;
 - supervising outdoor play and indoor/outdoor climbing equipment;
 - settling babies/young children to sleep
 - assessment, use and storage of equipment for disabled children;

- the use and storage of substances which may be hazardous to health, such as cleaning chemicals;
- visitors to the Centre who are bring equipment or animals as part of children’s learning experiences; and
- following any incidents involving threats against employees or volunteers.
- Our Centre Leads carry out or ensure risk assessments are carried out for off-site activities by senior employee members if required, including:
 - children’s outings – see Supervision of Children on Walks and Outings policy.
 - forest school and beach school; and
 - home visits (see Lone Worker policy).
- We take precautions to reduce the risks of exposure to Legionella (Legionnaires disease). The Mr Bee’s maintenance team ensure a risk assess is in place and is shared with the appropriate Centre Leads/Supervisors.

The Centre Lead / Senior Early Years Professional liaises with Crime Prevention Officers as appropriate to ensure security arrangements for premises and personnel are appropriate.

Safety of employees, volunteers, and students

- Adults are provided with guidance about the safe storage, movement, lifting and assembly of large pieces of equipment (see Appendix 1).
- Expectant Mothers whether employees, volunteers or students are expected to inform their line manager in writing of their pregnancy. A maternity risk assessment will be carried out by the line manager in liaison with the employee to ensure the expectant mother and her baby is not exposed to any significant risk. As the pregnancy progresses, further risk assessments will be taken to ensure their continued safety.
- When adults need to reach up for example to store equipment they are provided with safe equipment to do so.
- Employees are trained in first aid every three years as per our first aid policy and emergency and first aid treatment is given where necessary.
- First aid boxes are in each room as per our first aid policy.
- All warning signs are clear.
- Our Lone Worker policy outlines procedures to be taken to reduce any risks to employees who may from time to time need to work alone when working outside of normal hours, conducting a home visit, contractors on the premises and for maintenance workers.
- The sickness of employees and their involvement in accidents is recorded. The records are reviewed termly to identify any issues that need to be addressed (refer to Return to Work Questionnaire and Accident, Incident and Existing Injury Record).
- Mr Bee’s has a duty of care to protect the health and safety of staff and has a duty of care in relation to physical and emotional wellbeing. Threats and abuse will not be tolerated and where such behaviours occur, Mr Bees will take appropriate action. Details on the types of action to be taken can be found in Appendix 3.

Control of substances hazardous to health

- Our employees implement the current guidelines of the *Control of Substances Hazardous to Health Regulations (COSHH)*.
- The COSHH folder keeps a record of all controlled substances that may be hazardous to health - such as cleaning chemicals, or gardening chemicals if used. This folder contains safety data sheets

outlining what the risks are and what to do if they have contact with eyes or skin or are ingested and is kept in the office at each centre.

- Hazardous substances are stored safely away from the children.
- We keep all cleaning chemicals in their original containers or diluted according to instructions and clearly labelled.
- We keep the chemicals used in the Centre to the minimum to ensure health and hygiene is maintained. When children are present, we do not use:
 - bleach;
 - anti-bacterial cleaning agents, except in the toilets, nappy changing area, and food preparation areas. These are stored out of the reach of the children.
- Environmental factors are considered when purchasing, using, and disposing of chemicals.
- All employees are vigilant and use chemicals safely as outlined on safety data sheets ensuring protective equipment is worn where recommended.
- Protective gloves and goggles are supplied for staff members to use when using cleaning chemicals.

Windows

- Low level windows are made from materials that prevent accidental breakage or are made safe.
- Windows above the ground floor are secured so that children cannot climb through them.
- We ensure that any blind cords are secured safely and do not pose strangulation risk for young children.

Doors

- We take precautions to prevent children's fingers from being trapped in internal doors and cupboards, including external sheds and storage.

Floors and walkways

- All indoor and outdoor floor surfaces are checked daily to ensure they are clean and not uneven, wet, or damaged. Any wet spills are mopped up immediately.
- Walkways and stairs are left clear and uncluttered.
- Stair gates are in place at the foot and top of the stairs in premises that have a second floor and where children can access.

Electrical/gas equipment

- All electrical/gas equipment conforms to safety requirements and is checked regularly by our maintenance team.
- PAT testing is completed in line with HSE regulations (see HSE Maintaining portable electric equipment in low-risk environments).
- New equipment must be accompanied by a receipt and warranty.
- Second hand equipment must be 'user checked' prior to use by Maintenance Supervisor who will advise if a PAT test or surge protector is necessary.
- Our boiler/electrical switch gear/meter cupboard is not accessible to the children.
- Fires, heaters, electric sockets, wires, and leads are properly guarded, and the children are taught not to touch them.
- Storage heaters are checked daily to make sure they are not covered and checked and cleaned at least once a year.
- There are sufficient sockets to prevent overloading.

- We switch electrical devices off from the plug after use.
- The temperature of hot water is controlled to prevent scalds and/or are labelled to pre-warn of taps which may have water which is hotter than recommended (e.g. washing up)
- Lighting and ventilation are adequate in all areas including storage areas.

Storage

- All resources and materials from which children select are stored safely in line with continuous provision.
- All equipment and resources are stored or stacked safely to prevent them accidentally falling or collapsing, including storage cupboards.

Outdoor area

- Our outdoor area is securely fenced. All gates and fences are childproof and safe.
- Our outdoor area is checked for safety; cleared of rubbish and checked for dangerous plants before it is used.
- Adults and children are alerted to the dangers of poisonous plants, herbicides and pesticides when walking outside of play areas.
- We leave receptacles upturned to prevent collection of rainwater. Where water can form a pool on equipment, it is emptied before children start playing outside.
- Our outdoor sand pit is covered when not in use and cleaned regularly.
- We check that children are suitably attired for the weather conditions and type of outdoor activities; ensuring that suncream is applied and hats are worn during the summer months.
- All outdoor activities are always supervised by adults, particularly children on climbing equipment.
- All resources and materials from which children select are stored safely in line with continuous provision.

Hygiene

- We regularly seek information from the Environmental Health Department and Public Health England to ensure that we keep up to date with the latest recommendations (refer to Managing children with allergies; children who are sick or infectious and administering medicines policy which includes reporting notifiable diseases).
- Our daily routines encourage the children to learn about personal hygiene.
- We have a daily cleaning routine for the Centre which includes playroom(s), kitchen, rest area, toilets, and nappy changing areas (refer to End of Day Task and Cleaning Sheets).
- We have a schedule for cleaning resources and equipment, dressing-up clothes, and furnishings.
- The toilet area has a high standard of hygiene including hand washing and drying facilities and the disposal of nappies.
- We implement good hygiene practices by:
 - cleaning tables between activities;
 - cleaning toilets regularly;
 - wearing protective clothing - such as aprons and disposable gloves - as appropriate;
 - ensuring spare sets of clean clothes are available for loan;
 - providing tissues and wipes; and
 - ensuring children's clothes are protected;

- providing the means to wash face and hands after a meal and ensuring individual use of damp dry wipes and towels with age-appropriate children being able independently to wash their own faces using a mirror;
- Items soiled with any body fluids are sent home double bagged or disinfected before being put into the centre washing machine.

No Smoking (including vapes)

- All employees, parents and volunteers are made aware of our no-smoking policy, **both indoors and outdoors**.
- We display no-smoking signs at all centres.
- The no-smoking policy is stated in our terms and conditions which form part of our **registration process** for parents and forms part of our induction procedures for employees, volunteers, and students.
- We actively encourage no-smoking by signposting parents and employees about where to get help to stop smoking if they are seeking this information.
- Employees, volunteers, and students who smoke do not do so during working hours unless on a break and not on the premises and/or surrounding parking areas or in designated smoking areas.
- All Mr. Bee's employees, volunteers and students who smoke during their break make every effort to reduce the effect of the odour and lingering effects of passive smoking for children and colleague.
- Employees, volunteers, and students at Mr. Bee's are not permitted to smoke while wearing uniform.
- Employees are made aware that failure to adhere to this policy and procedures may result in disciplinary action (see Code of Conduct).
- It is a criminal offence for employees to smoke in smoke-free areas, with a fixed penalty of £50 or prosecution and a fine of up to £200.

Alcohol, other substances, and medication

- 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 Centre Lead must be informed, and the staff suitability declaration updated.
- Alcohol must not be bought onto the premises for consumption.

Activities and Resources

- Before purchase or loan, equipment and resources are checked to ensure that they are safe for the ages and stages of the children currently attending the Centre.
- We keep a full inventory of all items in the Centre for audit and insurance purposes.
- The layout of play equipment allows adults and children to move safely and freely between activities.
- All equipment is regularly checked for cleanliness and safety and any dangerous items are repaired or discarded (as outlined above).
- All materials, including paint and glue, are non-toxic.
- Sand is clean and suitable for children's play.

- Physical play is supervised and supported according to risk as outlined on risk assessments completed for the individual activities at each centre.
- Children are taught to handle and store tools safely.
- Children who are sleeping are checked regularly and record kept on sleep log – children who are sleeping in a separate area are checked every ten minutes.
- If children fall asleep in-situ, it may be necessary to move or wake them to make sure they are comfortable.
- Children learn about health, safety, and personal hygiene through the activities we provide and the routines we follow.

Jewellery and accessories

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

- Health and safety take precedence over respect for culture, religion, or fashion.
- Employees do not wear jewellery or fashion accessories; such as belts or high heels that may pose a danger to them or 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. Guidance on appropriate uniform is outlined in the Employee Handbook.
- Parents must ensure that any jewellery worn by children poses no danger; particularly earrings which may get pulled, bracelets which can get caught when climbing or necklaces that may pose a risk of strangulation.
- 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.
- We ensure that hair accessories 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 infant and other children who may remove them.

Maintenance and Repairs

- Any faulty equipment or building fault is recorded on daily risk assessment and/or maintenance repair form, ensuring the following is included:
 - date fault noted
 - item or area faulty
 - nature of the fault and priority
 - 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 area that is unsafe because repair is needed, such as a broken window, should be made safe and separated off from general use.
- Any broken or unsafe item is taken out of use and labelled 'out of use'.
- Any specialist equipment 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 Centre's inventory.
- Condemning items is done in agreement with the Centre Lead / Person in Charge **and the Senior Early Years Professional**. Condemned items are then disposed of appropriately and not stored indefinitely on site.
- How items are disposed should be discussed with the **Senior Early Years Professional or Trustee** in the first instance to check appropriate methods of disposal and protocol and legislation is being followed.
- 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.

Closed circuit television (CCTV)

- **Mr Bee's Family Centre uses CCTV at our Head Office at St Augustine's for the purposes of the prevention and detection of crime and to recognise and identify individuals with a view to taking appropriate action where necessary.**
- **The procedures for the accepted use and management of CCTV equipment and images to ensure that the Mrs Bee's Family Centre complies with the Data Protection Act 2018 and other relevant legislation is set out in Appendix 2 of this policy. We process personal data in line with our Data Protection Policy.**
- **Mr Bee's Family Centre will also be cognisant of the Guiding Principles of the Surveillance Camera Code of Practice as published by the Home Office and updated in 2021. This policy and procedure apply to all Mr Bee's Centres where CCTV is installed.**

Linked Forms

- Code of Conduct (Employee Handbook)
- Sleep Log (Family App)
- Return to Work Questionnaire
- New Employee Induction List (copy in Induction of staff, volunteers, and Managers policy)
- End of Day Task/Cleaning Sheets*
- Daily Risk Assessment*
- Monthly Risk Assessment*
- Annual Risk Assessment*
- Activity Risk Assessment*
- Maternity Risk Assessment
- Reporting a Hazard
- Hazard Analysis

*Copies adapted to suit each Centre and copy in individual centre Operational Plan.

- SEN Support: Access Audit
- Prioritised Place Risk Assessment

Linked Policies:

- Supervision of children on walks and outing.
- First Aid
- Animals in the Centre
- Food Safety
- Managing children with allergies; children who are sick or infectious and administering medicines (including storage of medicines)
- Intimate Care and Nappy Changing
- Fire safety and emergency evacuation
- Recording and Reporting of Accident and Incidents (including procedure for reporting to HSE, RIDDOR).
- Lone Worker Policy
- Learning Environment

Legal Framework

- Health and Safety at Work 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 (as amended 2002)
- Medicines Act (1968)
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) (Amendment) Regulations 2012
- Control of Substances Hazardous to Health Regulations(COSHH)(2002)
- Health and Safety (First Aid) Regulations 1981
- Childcare Act 2006
- Health and Safety (Display Screen Equipment) Regulations1992
- The Smoke-free (Premises and Enforcement) Regulations 2006
www.opsi.gov.uk/si/si2006/20063368.htm
- The Smoke-free (Signs) Regulations 2007
www.opsi.gov.uk/si/si2007/20070923.htm

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Last Reviewed: 4.6.2024
Next Review: July 2027

- The Smoke-free (Premises and Enforcement) Regulations (2006)
- The Smoke-free (Signs) Regulations (2012)
- Food Information Regulations 2014
- [Human Rights Act 1989](#)
- [Data Protection Act 1998](#)
- [Protection of Freedoms Act 2012](#)
- [GDPR 2018](#)

Further Guidance

- Health and Safety Executive www.hse.gov.uk/risk
- Working with substances hazardous to health A brief guide to COSHH
<https://www.hse.gov.uk/pubns/indg136.pdf>
- Getting to grips with Manual Handling – Frequently Asked Questions: A Short Guide (HSE 2011)
<https://www.hse.gov.uk/simple-health-safety/risk/steps-needed-to-manage-risk.htm>
- Legionnaires’ Disease – A Brief Guide for Duty holders (HSE 2012) www.hse.gov.uk/pubns/indg458.pdf
- Dynamic Risk Management (Pre-school Learning Alliance 2017)
- HSE Maintaining portable electric equipment in low-risk environments (copy attached)
- Guidance on infection control in schools and other childcare Centres (PHE 2016).
- Food Standards Agency www.food.gov.uk
- [Surveillance Camera Code of Practice \(Home Office 2013 updated 2021\)](#)
www.gov.uk/government/publications/surveillance-camera-code-of-practice

Re: Health and Safety General Standards

This policy was reviewed at a meeting of Mr. Bee's Family Centre

Held on 4th June 2024

Date to be reviewed November 2027

Signed on behalf of the Board of Trustees:	
Name of role of signatory:	Jeanette Nowrung, Chairperson
Signed by Senior Early Years Professional:	
Individual Centre Lead's Signature:	
North Lynn:	
Springwood:	
St Augustine's:	

Appendix 1

Back Injury Prevention

(reference made to *Childcare Back Injury Prevention November 2010*)

Bending, stooping, twisting, reaching, lifting, and carrying are all activities that increase the risk of a back injury. Do any of these activities sound familiar? The fact is that childcare workers are just as likely to suffer work-related back injuries as workers in other industries. Throughout the day, you and your co-workers regularly pick up toys and other objects off the floor, reaching for objects from cupboards and bookcases; and of course, lifting and carrying children. Every one of these tasks poses a significant risk of back injury, but that risk can be minimized or eliminated through awareness and safe behaviors.

Manual handling

- All staff comply with 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 Centre Lead'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. Features such as uneven floor surfaces, stairs, etc. add to the general risk and need to be taken into consideration.
- The Centre Lead ensures that they and their staff are trained to lift and move heavy objects and unstable loads correctly. Babies and young children are also heavy and need to be lifted and carried carefully and correctly.

General Back Injury Guidance:

- 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.
- Items should not 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 babies by standing and resting them on your hips.

Please note this is not an exhaustive list.

Managers are responsible for carrying out risk assessment for manual handling operations, which includes lifting/carrying children and lifting/carrying furniture or equipment.

Childcare Safety Guidelines for the most common tasks encountered in childcare centers:

Steps / Stools / Furniture Heights

The best way to avoid back injuries from lifting children is to reduce the need to lift them whenever possible. Adding steps or stools that allow the children to get to water fountains, sinks or changing tables will eliminate the need to lift many of them. Lowering furniture heights on cribs, beds and changing tables

will also make it easier on your back and shoulders. If the child is old enough, always ask them to participate in the activity and reduce the need to lift them.

Bending / Stooping

When you pick up something off the ground, especially when it is a small object like a pencil, it is an automatic reflex to bend over to retrieve it. When you bend forward at the waist while both feet are on the ground, tremendous forces are applied to the discs in your lower spine. Keep in mind that before lifting any object, your lower back is already sustaining the weight of your upper body, which for most individuals is about 70 to 100 pounds. Commonly accepted safety practices recommend that we try to keep our back straight and bend at the knees thus reducing these additional stresses to your spine. This is a more balanced position and helps prevent lower back strain. Children who are just learning to walk will exhibit this same posture when they retrieve objects from the ground.

It is recommended that you keep your head and back straight, bending at your waist, and extend one leg off the floor straight behind you when picking small objects up from the floor. In this way, the other leg acts as a counterbalance to your trunk and when you straighten, your lower back muscles do not have to work as hard to bring you back to an upright position.

Lifting a Child

The first thought should be “Do I REALLY need to lift this child?” The best way to avoid a back injury from lifting is to not lift! If it is necessary, consider this: When we lift a child, most of us simply lean forward, grasp the child’s body under the arms and lift them. While this technique can certainly help you develop strong biceps and forearms, it can also injure your shoulders and upper back area. When lifting a child up off the floor the APTA recommends that you use a half-kneel lift. First, stand close to the child. While keeping your back straight, place one foot slightly forward of the other foot and lower yourself onto one knee. Grasp the child with both arms and hold them close to your body. Push with your legs, and slowly return to the standing position. The same half-kneel technique should be performed to place the child onto the floor.

Carrying / Holding a Child

While holding or carrying a child, always hold them close and centered to your body. Avoid holding them in one arm and balanced on your hip. The straight-arm technique, which is necessary when dealing with a child who has applesauce all down the front of his shirt, is not recommended as it can also contribute to shoulder and back injuries. You should also avoid twisting while lifting. Complete your lift then move your feet in the direction you want to go. This will reduce the chances of injury.

Wheeled Toys, Strollers & Furniture

When pushing a child on a wheeled toy, in a wheelchair or in a stroller, stay as close as possible, allowing your back to main straight and your shoulders back. The pushing force should come from your legs, not your arms. When moving a table or other heavy object ensure you have referred to the safe lifting poster.

Housekeeping

Keeping play areas as clean and as orderly as possible is good practice for both you and the children. It certainly lessens the potential for trips and falls. Teaching children to put toys away when play is over can benefit everyone. Remember our find, use, and return procedure for continuous provision and ensure labeling is in place to ensure everyone knows where items are to be stored. Specific play areas can be “designated” using rugs (i.e., construction, small world, etc).

Appendix 2

Close Circuit Television

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

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

- 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 Centre; to protect the Centre and its assets; to assist in the detection of any crime that may have been committed and ultimately to further ensure that the safeguarding and welfare requirements of the Early Years Foundation Stage are always adhered to. 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.
- The use of a surveillance camera system must consider 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 Centre i.e. reception and group rooms. The Trustees 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 Senior Early Years Professional.
- 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 Centre Lead in the first instance following steps outlined in our Making a Complaints policy for parents and service users.
- There must be clear responsibility and accountability for all surveillance camera system activities including images and information collected, held, and used.
- The Centre Lead is responsible for the day-to-day management of the CCTV system where used in our childcare Centres, and the Tenants Officer for our community building at Head Office. Images may be stored on the system for up to four 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 or allegation is made by a parent, member of staff or visitor to the premises, or an allegation is made by a child.
- Clear rules, policies and procedures must be in place before a surveillance camera system is used, and these will be communicated with all who need to comply with them.
- The procedure covers all aspects and is reviewed annually. All staff are aware of the procedure and their role and responsibility. 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 manager responsible for day-to-day CCTV use
 - name of manager's 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)
 - how VVTC procedures are explained to all staff, students, parents, and visitors
 - contact number for CCTV maintenance

- 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
- 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.
- 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.

Only Centre Leads / Supervisors and their line manager have access to retained CCTV images. If an instance arises where the CCTV images need to be reviewed to prove or disprove an allegation or incident, this is the responsibility of the Senior Early Years Professional / Tenant Officer / Trustee who will share the images with the police, social care, or Ofsted to assist with an official investigation if required. A record is retained, containing the date of the incident/allegation; camera number of positions; brief description of the incident/allegation – with reference to related safeguarding forms; who the footage was viewed by date viewed and action taken – and counter signed by a senior member of staff. Images may also be requested by the Trustees for the purpose of investigating an incident.

- 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 Centre Lead / Person in Charge and their line manager will take heed of local and national guidance for the use of CCTV in the Centre. The Centre Lead / Person in Charge ensures that all staff involved understand their duty to adhere to Mr Bee's Record Keeping and Confidentiality and Client Access to Records policies and procedures, which also detail how others may request a copy of the data and under what circumstances.
- Surveillance camera system images and information should be subject to appropriate security measures to safeguard against unauthorised access and use.
- The Centre Lead / Person in Charge is responsible for the security measures to safeguard against unauthorised access and use. This will include the security of the location where images are stored.
- 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 Centre Lead / Person in Charge is responsible for ensuring that policies and standards are always adhered to, seeking further advice from the Trustees at any point when the images must be scrutinised for the purpose of investigating an incident.
- 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, i.e. to disprove an allegation against a member of staff. The process for using CCTV in these circumstances is as follows:
 - an allegation or incident occurs that may have been caught on CCTV
 - Centre Lead / Person in Charge reviews CCTV footage and retains a record
 - Centre Lead / Person in Charge reports their findings to the Senior Early Years Professional / Trustee.
 - if there is reason to believe that a crime may have been committed then an investigation takes place following the Safeguarding children and child protection procedures and Record keeping procedures.
 - a parent or other person whose image has been recorded and retained and wishes to access the images must apply to the Centre Lead / Person in Charge in writing in line with our Confidentiality and Client Access to Records policy.
 - the Data Protection Act gives the Centre Lead / Person in Charge 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 and Child Protection procedures are followed.
- 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.

Appendix 3

Threats and abuse towards staff and volunteers

Mr Bee's Family Centre is responsible for protecting the health and safety of all staff and volunteers in its services 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 manager who will follow the Centre manager'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 Centre Lead / Person in Charge who will take appropriate action to support. This may include the Centre Lead 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 Senior Early Years Professional / Trustees.

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 Senior Early Years Professional / Trustee, 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, on a Serious Incident Record, 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 Centre Lead / Person in Charge 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 Centre Lead or Person in Charge / Senior Early Years Professional / Trustees 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 for the area.
- 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 Centre or service, 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 Centre Lead or Person in Charge / Senior Early Years Professional and Trustees as to the action they would like to see taken. The Centre Lead / Person in Charge 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 line manager, 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/visitors

- The Centre Lead / Person in Charge should contact their line manager for advice and support.
- Where the parent's behaviour merits it, the Centre Lead / Person in Charge, with another member of staff present, should inform the parent clearly but sensitively that staff feel unduly harassed or intimidated and are considering 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 Centre Lead / Person in Charge but sent to the Senior Early Years Professional or Trustee for approval before being issued.
- The Centre Lead or Person in Charge, Senior Early Years Professional and/or a Trustee might wish to consider advising the parent to make a formal complaint. Information about how to complain is clearly displayed for parents and service users.
- 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 Centre Lead / Person in Charge's position in further discussions with the parent and subsequently, if necessary, with the police.

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