Policies & procedures

Dua's Garden Childcare & Learning Centre

Developing Unique Abilities through sport, education, childcare and practical learning.

Draft for centre review | 16 November 2026

Adapted from the policy topics and procedures published by Harper Learning, with centre-specific revisions for Dua's Garden. This pack includes a separate settling-in policy and additional practical-learning guidance.

Before adoption

The provider must appoint and share the named manager and safeguarding contacts, confirm premises and evacuation arrangements, staff suitability and training, registration requirements, care capacity and operating procedures. This pack is not an Ofsted certificate or a declaration that these arrangements have been completed.

Using this pack

Use the contents page to find a topic. Individual branded PDFs and readable web versions are available in the Dua's Garden policy hub. The two private record forms are intended for secure completion, not public submission.

Provider information

DUASGARDEN LTD | Company no. 17566037 Registered office: 81a Chadderton Way, Manchester, OL9 6DH. Visitor and session arrangements are agreed separately with families.

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Health & wellbeing

1. Accident or injury

How we respond to an injury, support the child and keep parents informed.

Draft for centre review | Prepared 16 November 2026

Operational review required

This is a centre-specific draft. It must be reviewed, completed and approved before adoption. It does not confirm staff appointments, registration or arrangements that have not been supplied.

Our approach

Children should be able to learn and play in an environment where hazards are assessed and suitable first-aid arrangements are in place. The manager must confirm appropriate trained cover, equipment and emergency arrangements before sessions begin.

If a child is hurt

A staff member will assess the situation, make the area safe and reassure the child while maintaining supervision of the rest of the group. First aid will be given only within the staff member's competence and training.

Emergency services will be contacted immediately where necessary. Treatment must not be delayed while waiting to contact a parent. Parents or the agreed emergency contact will be informed as soon as possible.

If hospital treatment is needed, the manager will arrange appropriate adult accompaniment and continued safe supervision for the remaining children. On outings, venue first aiders may assist within the agreed emergency plan.

Records and follow-up

Record the time, location, circumstances, injury, treatment, witnesses and who was notified. Share the record with the parent or carer promptly and obtain their acknowledgement.

The manager will assess notifications required by the centre's registration, local safeguarding procedures, insurer and any applicable workplace reporting rules. Review the activity and risk assessment before repeating it.

Centre review before adoption

Confirm trained first-aid cover, emergency consent, first-aid equipment, insurer and applicable notification duties.

Staff & conduct

2. Alcohol, drugs and adult medication

Fitness to work, safe storage and action when an adult cannot supervise safely.

Draft for centre review | Prepared 16 November 2026

Operational review required

This is a centre-specific draft. It must be reviewed, completed and approved before adoption. It does not confirm staff appointments, registration or arrangements that have not been supplied.

Fitness to care

No staff member or volunteer may care for children while impaired by alcohol, illegal drugs or medication that affects safe supervision. They must not arrive impaired or use these substances while responsible for children.

Staff taking medication that may affect their work must tell the manager and seek appropriate medical advice about fitness to carry out their duties. Personal medical information is handled confidentially.

If a concern arises

Remove the adult from responsibility for children, maintain suitable staffing cover and follow the safeguarding and staff-conduct procedures. If safe cover cannot be maintained, the manager will arrange safe collection or suspend the session.

Store adults' medication, alcohol and other hazardous substances securely away from children. Inform families of any material change to care arrangements without disclosing unnecessary private information.

Centre review before adoption

Confirm the staff reporting route, cover arrangements and secure storage.

Children & inclusion

3. Positive behaviour: working together

Kind, consistent boundaries that help children learn and regulate their feelings.

Draft for centre review | Prepared 16 November 2026

Operational review required

This is a centre-specific draft. It must be reviewed, completed and approved before adoption. It does not confirm staff appointments, registration or arrangements that have not been supplied.

What we aim for

Children are learning how to manage feelings and relationships. Staff model kindness, listening, respect and repair, with expectations suited to each child's age, communication and development.

Agree helpful strategies with families and listen to the child. Consider tiredness, hunger, changes at home, sensory needs and communication difficulties before interpreting behaviour.

Everyday practice

Use clear explanations, predictable routines, positive attention and specific praise. Involve children in simple group agreements and explain why a boundary protects people or property.

Offer distraction, co-regulation, a quieter supported space or a different activity when needed. Never shame, humiliate, threaten or use corporal punishment. Food, drink, toileting and necessary care must never be withheld as a sanction.

Any restrictive intervention must be lawful, necessary and proportionate to preventing immediate harm, and undertaken only within staff training and approved arrangements. It is never punishment or a routine response to distress.

When more support is needed

Support and record injuries or incidents, protect each child's confidentiality and inform the appropriate parents. Significant interventions are recorded and shared promptly.

For repeated concerns, agree an individual support plan with the family and seek specialist advice where appropriate. Review inclusion and reasonable adjustments rather than assuming the child is deliberately difficult.

Centre review before adoption

Confirm the behaviour lead, staff training and approved individual-support and intervention procedures.

Children & inclusion

4. Bullying and child-on-child harm

Recognising concerns, supporting children and responding without blame or stigma.

Draft for centre review | Prepared 16 November 2026

Operational review required

This is a centre-specific draft. It must be reviewed, completed and approved before adoption. It does not confirm staff appointments, registration or arrangements that have not been supplied.

Taking concerns seriously

Bullying may be physical, verbal, emotional, discriminatory or online. Staff distinguish developmental disagreements from a pattern of harmful behaviour while taking every child's distress seriously.

A child can speak to any member of staff. Listen calmly, reassure them that asking for help was right and do not promise secrecy.

Responding

Stop the behaviour, protect and comfort the child affected, arrange first aid if needed and inform the safeguarding lead of harm or risk. Record facts and each child's account separately.

Talk with relevant parents privately. Agree supportive steps, supervision and clear boundaries. Protect children from retaliation and avoid labelling a child as a "bully".

Monitor the situation and review whether support is working. Serious child-on-child harm follows safeguarding referral procedures; it is not managed only as a behaviour issue.

Teach kindness, inclusion, asking for help and safe online conduct through practical activities, stories and group discussions.

Centre review before adoption

Confirm the reporting lead, recording system and escalation route.

Parents & information

5. Complaints information and procedure

A clear route to raise a concern and receive a written response.

Draft for centre review | Prepared 16 November 2026

Operational review required

This is a centre-specific draft. It must be reviewed, completed and approved before adoption. It does not confirm staff appointments, registration or arrangements that have not been supplied.

Raise a concern

Parents and carers may raise concerns verbally or in writing with the centre manager. A private discussion can be arranged away from children. Ask the team for the named manager and direct contact route before attendance.

A safeguarding concern must be escalated immediately through safeguarding procedures. The complaints timetable must never delay urgent protection or a referral.

Our response

Acknowledge the concern promptly, agree any immediate action and appoint someone appropriate to investigate. A complaint about the manager must have an independent escalation route.

Keep a factual record of the concern, evidence, discussions, action and outcome. Aim to give the complainant a written outcome within 28 days, or any shorter applicable requirement, and explain any delay and next steps.

Handle records confidentially. Other families may receive only an appropriate anonymised summary, not a complainant's or child's private record. Retain records under the approved retention schedule and applicable registration requirements.

If the concern remains

Explain the further review route and any relevant external regulator. Ofsted routes apply only where the centre's registration makes them relevant; the website does not claim registration.

Data-protection concerns can be raised with the Information Commissioner's Office. Child-protection concerns may be taken directly to Oldham Children's Social Care or the police. External contact links are provided in the policy hub.

Centre review before adoption

Confirm the complaints contact, independent reviewer, registration-specific route and record-retention schedule.

Parents & information

6. Complaints record and form

A structured confidential record of a concern, its investigation and outcome.

Draft for centre review | Prepared 16 November 2026

Operational review required

This is a centre-specific draft. It must be reviewed, completed and approved before adoption. It does not confirm staff appointments, registration or arrangements that have not been supplied.

Using this record

This record supports the complaints procedure. Restrict access to people who need it to investigate, safeguard children or meet a lawful reporting duty. Do not publish completed forms.

Record dates accurately, distinguish facts from opinions and keep supporting material securely. Provide the complainant with the outcome and explain the review route. Use the agreed retention schedule.

Confidential record for private completion

Complete and return through the centre's agreed secure process. Do not upload a completed form to the public website.

Date received / reference
Complainant name and preferred contact
Received by / method received
Concern and relevant facts

Immediate safety action and referrals
Investigation, evidence and people consulted
Outcome, reasons and action agreed
Date outcome shared / further review route
Manager name, acknowledgement and date

Centre review before adoption

Confirm the record owner, secure storage and review route.

Parents & information

7. Confidentiality and information handling

Respecting family privacy while sharing information when a child needs protection.

Draft for centre review | Prepared 16 November 2026

Operational review required

This is a centre-specific draft. It must be reviewed, completed and approved before adoption. It does not confirm staff appointments, registration or arrangements that have not been supplied.

Information we need

Collect only information needed for enquiries, enrolment, safe care, learning support and applicable legal duties. Explain purposes, access and retention in the privacy information shared with families.

Children's addresses, family telephone numbers, health details, photographs and personal records must not be displayed publicly or discussed with unrelated families. Memory activities are practised privately.

Keeping it secure

Keep paper records in approved secure storage and electronic records in access-controlled systems. Use strong passwords, appropriate device security and authorised accounts. Share information only with people who need it.

Obtain appropriate permission for optional photography and marketing. A refusal must not disadvantage a child. Safeguarding information may need to be shared without consent where lawful and necessary to protect a child.

Record and assess any data loss or unauthorised disclosure promptly. The manager must follow applicable breach reporting and notification requirements; not every incident requires the same response.

Access and retention

Families may ask about their information, corrections or data-protection rights using the centre's published contact route. Verify identity and handle requests under applicable law, taking account of lawful restrictions on safeguarding information.

Use an approved retention schedule based on the purpose and relevant legal or insurance requirements, then dispose of records securely. Do not copy Harper Learning's registration status, storage location or retention periods as facts about Dua's Garden.

Centre review before adoption

Confirm privacy contacts, systems, lawful bases, retention schedule and any required ICO registration.

Health & wellbeing

8. Emergency evacuation procedure

Leaving safely, checking everyone is accounted for and arranging collection.

Draft for centre review | Prepared 16 November 2026

Operational review required

This is a centre-specific draft. It must be reviewed, completed and approved before adoption. It does not confirm staff appointments, registration or arrangements that have not been supplied.

Prepare before attendance

The manager must approve a premises-specific evacuation plan, safe exit routes, assembly point, staff duties and arrangements for children or adults needing help. Share the relevant plan with staff, families and visiting providers.

Keep exits clear and usable. Practise drills at suitable intervals, explain them in a reassuring way and keep a record of what was tested and any improvement needed.

If evacuation is needed

Raise the alarm, contact emergency services where necessary and leave by the safest available route. Do not stop to collect belongings or re-enter until authorised.

Take the attendance register, emergency contact information and a charged centre phone only if safe and immediately available. Staff lead the children to the agreed assembly point and complete a headcount and register check.

Report any missing person and their last known location to emergency responders immediately. Do not send an untrained person back inside.

Reassure children, arrange a safe waiting location, inform families and coordinate authorised collection. Record the incident and review the plan.

Centre review before adoption

Confirm the centre's actual assembly point, exits and assistance plans; do not use another provider's evacuation plan.

Children & inclusion

9. Equal opportunities, inclusion and SEND

Helping children take part in a way that respects their strengths and support needs.

Draft for centre review | Prepared 16 November 2026

Operational review required

This is a centre-specific draft. It must be reviewed, completed and approved before adoption. It does not confirm staff appointments, registration or arrangements that have not been supplied.

Belonging and respect

Value every child and family regardless of background, disability, language, sex, religion or family circumstances. Challenge discriminatory language or behaviour sensitively and promptly.

Use inclusive books, activities and examples. Children should be able to explore different interests rather than being limited by stereotypes.

Planning together

Discuss the child's strengths, communication, interests, sensory preferences, access and care needs with the family before agreeing attendance. Include the child's voice and agree reasonable adjustments.

Where necessary, plan support with appropriate professionals and family consent, except where safeguarding duties require otherwise. Agree personal care or emergency assistance arrangements before the child attends.

Review what works through an assess, plan, do and review approach. Do not assume a change in behaviour is caused by disability or overlook a safeguarding concern.

Activities and rewards

Adapt sport, reading, budgeting and memory challenges so children can participate at their own pace. Offer alternative ways to communicate and demonstrate learning.

Recognise effort and progress. A child who cannot recall a number or complete an activity must not be embarrassed, excluded or denied necessary care or food.

Centre review before adoption

Confirm the inclusion lead, venue accessibility, support capacity and individual adjustments.

Health & wellbeing

10. Health and safety

Daily checks, practical activity risks, hygiene and safe use of the centre.

Draft for centre review | Prepared 16 November 2026

Operational review required

This is a centre-specific draft. It must be reviewed, completed and approved before adoption. It does not confirm staff appointments, registration or arrangements that have not been supplied.

Managing the environment

The manager must arrange appropriate risk assessments for the premises, equipment and activities. Staff complete daily checks, remove unsafe items and record defects and corrective action.

Maintain controlled access without obstructing emergency escape. Keep cleaning products, medicines, sharp tools and hot equipment securely managed. Check equipment is suitable for children's ages and needs.

Practical learning

Use child-appropriate gardening and cooking equipment, with close adult supervision and clear instructions. Assess soil, plants, allergies, hot surfaces, blades, food hygiene and lifting before an activity.

Learning to use tools does not mean children are given unrestricted access to adult tools. Children should have space to try safely, ask for help, rest and opt for an alternative.

Hygiene and emergencies

Support handwashing, clean toilets and activity surfaces, safe food handling and prompt management of spills or bodily fluids. Clean shared resources in line with their use and infection advice.

Keep suitable first-aid equipment and approved emergency arrangements available. Use the accident, evacuation, medicines and outings procedures when relevant. Staff report hazards and near misses so plans can be improved.

Centre review before adoption

Confirm premises checks, fire precautions, equipment, cleaning routines and activity risk assessments.

Health & wellbeing

11. Illness and infection

Supporting an unwell child and following current public-health advice.

Draft for centre review | Prepared 16 November 2026

Operational review required

This is a centre-specific draft. It must be reviewed, completed and approved before adoption. It does not confirm staff appointments, registration or arrangements that have not been supplied.

Attendance

Children should be well enough to take part comfortably. Families should discuss symptoms, relevant exposure and any current public-health advice with the team before attendance.

Follow the current UK Health Security Agency exclusion guidance rather than applying a blanket rule to every infection. For diarrhoea and vomiting, the usual exclusion is 48 hours after the last episode, unless more specific advice applies.

If a child becomes unwell

A staff member will assess the situation, maintain appropriate supervision and keep the child comfortable. Contact the parent or emergency contact and agree prompt collection if needed.

Seek urgent medical help when necessary and follow emergency advice. Administer medicines only through the agreed medicines procedure. Do not leave a sick child alone.

Preventing spread

Encourage effective handwashing and respiratory hygiene. Clean affected surfaces, manage waste safely and maintain appropriate ventilation.

The manager will obtain advice from the relevant health-protection team when needed and make notifications required by applicable registration or public-health rules. Share necessary information with families without identifying another child unnecessarily.

Centre review before adoption

Confirm the current UKHSA guidance, collection arrangements, cleaning resources and applicable reporting routes.

Staff & conduct

12. Internet and online safety

Supervised, purposeful technology use and clear privacy boundaries.

Draft for centre review | Prepared 16 November 2026

Operational review required

This is a centre-specific draft. It must be reviewed, completed and approved before adoption. It does not confirm staff appointments, registration or arrangements that have not been supplied.

Purposeful use

Technology is used for suitable learning or an agreed occasional activity, with age-appropriate content, supervision and limits. Practical play, conversation, reading and movement remain part of the mix.

The manager must approve devices, accounts, filtering and supervision arrangements. Do not assume parental controls or an age label make online content safe on their own.

Keeping information private

Teach children not to share addresses, family phone numbers, photographs, passwords or live location with strangers or online. Family contact-memory games are practised privately, not entered on the public website.

Personal devices, messaging, games, purchases, cameras and wearable devices require agreed rules. Children may not photograph or contact other children without the required permissions. Staff use only authorised devices and systems.

Responding to concerns

Children are encouraged to tell a trusted adult about upsetting content or contact and will not be blamed for asking for help. Stop access, safeguard the child and report the concern to the safeguarding lead.

Record essential facts and follow the relevant reporting procedure. Do not download, copy, forward or investigate potentially illegal sexual images. Obtain professional advice through safeguarding or police routes.

Review filters, settings, content, access and training after an incident. Discuss concerns with families where safe and appropriate.

Centre review before adoption

Confirm device controls, authorised platforms, parental permissions and staff training.

Outings & emergencies

13. Lost or missing child

Immediate action while keeping the rest of the group supervised.

Draft for centre review | Prepared 16 November 2026

Operational review required

This is a centre-specific draft. It must be reviewed, completed and approved before adoption. It does not confirm staff appointments, registration or arrangements that have not been supplied.

Prevention

Use registers, headcounts, clear staff responsibilities, suitable supervision and agreed boundaries at the centre and on every outing. Check transitions, entrances, toilets and collection carefully.

Explain a simple age-appropriate plan for becoming separated and identify safe adults or meeting points. Knowing a home address or family number supports preparedness; it never replaces supervision.

Immediate action

Raise the alarm immediately, establish the child's last known location and keep the remaining children supervised. Alert the manager and venue staff or security where relevant.

Contact police without delay where a child is missing; use 999 where there is immediate danger. Do not wait for an arbitrary time limit or wait for a parent's permission before seeking emergency help.

Share an accurate description and essential details with the appropriate responders. Inform parents or emergency contacts promptly and follow police advice. Do not leave other children unattended while searching.

After the incident

Record the timeline, decisions, contacts and outcome. Support the child and other children without blame, and preserve relevant records.

The manager will assess safeguarding, regulator and insurer notifications, review the risk assessment and agree improvements before the activity resumes.

Centre review before adoption

Confirm staff roles, venue arrangements, emergency communications and escalation procedures.

Staff & conduct

14. Individual support and lone-working arrangements

A centre-specific adaptation of Harper's working-alone behaviour guidance.

Draft for centre review | Prepared 16 November 2026

Operational review required

This is a centre-specific draft. It must be reviewed, completed and approved before adoption. It does not confirm staff appointments, registration or arrangements that have not been supplied.

Scope

This document does not authorise a staff member to run a session alone. The manager must first approve staffing, cover, safeguarding and emergency arrangements for the activity and children attending.

Any individual support must remain consistent with the safeguarding, inclusion and positive-behaviour policies. Do not create hidden or unobservable one-to-one situations.

Supporting a child

Use calm explanations, predictable choices, positive attention and co-regulation. Consider communication and sensory needs, and work with the family on a shared approach.

A child needing a quieter space remains appropriately supervised. Staff must be able to summon help and maintain safe oversight of the rest of the group.

There is no corporal punishment, humiliation, threat or withholding of food or care. Any intervention to prevent immediate harm must meet the approved training and recording requirements.

Escalation

If safe staffing cannot be maintained, pause or change the activity and contact the manager. Use the agreed emergency arrangements where necessary.

Record significant concerns or interventions, inform appropriate parents and review the support and staffing plan.

Centre review before adoption

Confirm whether any lone work is permitted, and approve staffing, visibility, communication and cover arrangements.

Health & wellbeing

15. Medicines

Written permission, appropriate competence and an accurate medication record.

Draft for centre review | Prepared 16 November 2026

Operational review required

This is a centre-specific draft. It must be reviewed, completed and approved before adoption. It does not confirm staff appointments, registration or arrangements that have not been supplied.

Agree arrangements first

Discuss a child's medical needs privately before attendance. A suitable care plan and staff competence must be confirmed for any medicine or emergency treatment the child may need.

Medication must be provided in its original packaging with clear instructions, the child's name where appropriate, expiry date and the required written parent or carer authorisation. Staff must clarify uncertainty rather than guess.

Administration and storage

Only an authorised, appropriately competent staff member may give medication according to the agreed instructions and applicable guidance. Check the child, medicine, dose, route, timing and consent.

Store medicines according to product requirements and away from unauthorised access. Keep emergency medicines accessible to the responsible adult during sessions and outings without leaving them accessible to other children.

Record the medicine, dose, time, reason where relevant and staff member. Inform the parent or carer and obtain acknowledgement. Record refusals, omissions or errors and seek appropriate advice promptly.

Changes and emergencies

Families should notify the team of changes, recent doses or adverse reactions. Staff must not recommend or change a prescribed treatment.

Where an emergency occurs, contact emergency services and follow the child's approved emergency plan and professional advice.

Centre review before adoption

Confirm consent forms, trained staff, storage, record keeping and any individual care plans.

Outings & emergencies

16. Late or non-collection of children

Continuing care and making safe contact when collection does not happen as agreed.

Draft for centre review | Prepared 16 November 2026

Operational review required

This is a centre-specific draft. It must be reviewed, completed and approved before adoption. It does not confirm staff appointments, registration or arrangements that have not been supplied.

Agree collection

Before attendance, confirm the collection time, authorised collectors, contact details and the process for changes. Release a child only through the agreed identity and permission checks.

The planned 8:30am-8:30pm opening window is not an agreement for a child to attend for the full day. Each child's booked session and collection arrangements must be clear.

If a child is not collected

Begin attempts to contact the parent or carer promptly after the agreed time, then the authorised emergency contacts. Continue suitable supervision, reassurance and necessary care.

Tell the manager and follow the approved non-collection escalation plan. Contact local children's social care or police when the circumstances require it; seek urgent help immediately if the child may be at risk.

Never leave a child alone, hand them to an unauthorised person or use an unapproved private transport or care arrangement. Maintain safe staffing while awaiting an agreed handover.

Record and review

Record the collection time, calls, decisions, advice and handover. Repeated late collection should be discussed sensitively with the family and considered in safeguarding context where necessary.

Centre review before adoption

Confirm the manager's escalation plan, emergency contacts, safe cover and late-collection terms.

Health & wellbeing

17. Nutrition, food and cooking

Healthy choices, allergy awareness and supervised practical food activities.

Draft for centre review | Prepared 16 November 2026

Operational review required

This is a centre-specific draft. It must be reviewed, completed and approved before adoption. It does not confirm staff appointments, registration or arrangements that have not been supplied.

Before food is offered

Agree with families what food is provided, brought from home or prepared in an activity. Obtain current allergy, intolerance, dietary, cultural and emergency information through the enrolment process.

Check ingredients and cross-contact risks before every food activity or treat. An activity must be adapted or replaced where a child's needs cannot be safely met.

Food practice

Make suitable drinking water available and support children with eating in an age-appropriate way. Encourage variety without forcing a child to taste or finish food.

Follow appropriate food storage, preparation and cleaning arrangements. Supervise eating and assess choking risks. Food must not be withheld as punishment.

Cooking activities use suitable utensils, clear instructions and adult-controlled hot surfaces and sharp equipment. Children wash hands and learn why food hygiene matters.

Treats and incidents

Treats are occasional and agreed with families. Use inclusive non-food rewards where allergies or dietary needs make them preferable.

Record significant food incidents, follow the child's emergency plan and obtain medical help when needed. The manager will seek relevant public-health, food-safety and registration advice when an incident or possible outbreak requires it.

Centre review before adoption

Confirm food provision, allergy processes, kitchen arrangements, training and any food-business requirements.

Parents & information

18. Sharing policies and parent acknowledgement

Making current policies understandable and recording that families have received them.

Draft for centre review | Prepared 16 November 2026

Operational review required

This is a centre-specific draft. It must be reviewed, completed and approved before adoption. It does not confirm staff appointments, registration or arrangements that have not been supplied.

Sharing information

Provide the current approved policies before attendance, explain the practical arrangements and invite questions. Offer a suitable format or explanation where a family needs help accessing the information.

Explain material changes to parents and keep a dated record of the version shared. Acknowledgement confirms receipt and understanding; it does not waive legal rights or prevent a complaint.

Before using this draft

The centre must complete its operational review, identify the responsible manager and safeguarding lead, and approve the final policy version before asking families to acknowledge it as the operating pack.

Collect any completed acknowledgement privately and store it securely. Do not ask families to post signed forms or children's personal details publicly.

Confidential record for private completion

Complete and return through the centre's agreed secure process. Do not upload a completed form to the public website.

Parent or carer name
Policy pack version / date received
Policies received and any questions or support requested

Parent or carer acknowledgement and date
Staff member confirming discussion and date

Centre review before adoption

Approve the final pack, named contacts and accessible sharing process before collecting acknowledgements.

Children & inclusion

19. Safeguarding and child protection

Recognising concerns, listening to children and acting through the correct referral routes.

Draft for centre review | Prepared 16 November 2026

Operational review required

This is a centre-specific draft. It must be reviewed, completed and approved before adoption. It does not confirm staff appointments, registration or arrangements that have not been supplied.

Purpose and responsibility

Children's welfare is central to the centre's work. Every staff member and volunteer has a responsibility to act on concerns about a child, including concerns arising away from the centre or online.

Before sessions begin, the provider must appoint a suitably trained designated safeguarding lead (DSL), provide cover, and give families and staff the named people and direct contact routes. These appointments have not been supplied for this draft.

The provider must confirm the legal and registration framework applying to Dua's Garden and keep the policy aligned with current Department for Education guidance and Oldham safeguarding procedures. No Ofsted registration or completed staff check is asserted by this draft.

Safe people and environment

Confirm the suitability, checks, training, supervision and role of everyone working with children before they start. An unchecked person must not have unsupervised access to children. Consent from a parent is not a substitute for required suitability checks.

Keep clear attendance, collection, visitor, personal-care and supervision arrangements. Children should know which adults can help and have accessible ways to raise a worry.

Staff must be alert to physical, emotional and sexual abuse, neglect, domestic abuse, child-on-child harm, exploitation, harmful online contact, grooming, radicalisation and other safeguarding risks. Consider the individual child without stereotyping a family or community.

If a child shares a concern

Listen calmly and take the child seriously. Reassure them that telling a trusted adult was right. Do not promise secrecy, interrogate the child, ask leading questions or require them to repeat their account to multiple adults.

Explain, in a way the child can understand, that necessary information will be shared with people who can help. Record the child's own words where possible, the date, time, people present and factual observations.

Tell the DSL immediately and follow the referral procedure. A staff member may contact children's social care or police directly when urgent protection is needed or the internal route is unavailable or

inappropriate.

Referral and immediate protection

If a child is in immediate danger or needs urgent emergency help, call 999. For concerns about a child's welfare, use Oldham Children's Social Care / MASH on 0161 770 7777 and the council's published referral guidance.

Concerns about a person working with children must be referred through the local authority designated officer (LADO) route, with police involvement where required. A complaint about the DSL or manager must not be routed only to the person concerned.

Do not investigate abuse yourself or wait for proof. Obtain professional advice about informing parents; do not alert a parent or another person where this could increase risk or prejudice a safeguarding investigation.

The provider must assess any regulator, DBS, professional-body or insurer reporting duty that applies. An internal investigation or a person leaving their role does not remove a referral duty.

Online safety, images and privacy

Use approved systems and appropriately supervised technology. Teach children that their home address, family numbers and live location are private. Contact-memory activities must not invite public disclosure.

Use images only under the centre's approved consent, storage and publication arrangements. A child's refusal or a family's choice not to allow optional photos must be respected. Staff must not use personal accounts or devices to privately contact children or store their images.

If potentially illegal imagery is encountered, safeguard the child and seek the correct specialist or police advice. Do not copy, circulate or investigate it.

Records, partnership and review

Keep factual, dated and secure safeguarding records separate from ordinary publicity or activity information, with access on a need-to-know basis. Record decisions, advice, referrals and follow-up, including a reason where action is not taken.

Work with families and appropriate agencies when safe and lawful. Confidentiality must not prevent necessary information sharing to protect a child.

Provide induction, role-appropriate training and refreshers, maintain current local referral information and review after incidents or material changes. Staff must have a route to raise concerns or whistleblow outside the management line when necessary.

Centre review before adoption

Appoint the named DSL and cover; confirm training, staff suitability, local LADO route, records, regulator status and emergency contacts before approval.

Outings & emergencies

20. Safety on outings and supervised walks

Planning community visits, safe walking routes and clear supervision.

Draft for centre review | Prepared 16 November 2026

Operational review required

This is a centre-specific draft. It must be reviewed, completed and approved before adoption. It does not confirm staff appointments, registration or arrangements that have not been supplied.

Plan and obtain permission

Outings may support reading, sport, social confidence and everyday skills. Proposed destinations include Northmoor Library, OBA Millennium Cultural Centre and future local sports facilities when access is confirmed.

Visits are not guaranteed bookings or partnerships. Check the venue, access, opening times, costs, facilities and suitability. Obtain the required parent or carer consent and agree arrangements before the visit.

Complete an activity-specific risk assessment covering the route, roads, boundaries, toilets, weather, water, equipment, allergies, additional needs, staffing, first aid, emergency communication and collection. Set supervision according to the actual risks and applicable requirements.

During the outing

Allocate staff responsibilities and maintain sight or appropriate close supervision of children. Use registers and headcounts at transitions, entrances, toilets and departure. Teach stopping at kerbs, listening, using agreed crossings and staying with the group.

Carry the necessary emergency information securely, a charged centre phone, suitable first-aid supplies and any agreed emergency medicine. Personal information must not be displayed on a child's clothing or shared publicly.

Check conditions throughout the visit and change or cancel the activity if supervision, weather, the venue or the route is unsuitable. Do not use an unsafe or unfinished pitch.

Any transport other than the agreed walk needs separate approval, appropriate permissions, suitable restraints where required and checks on vehicles, insurance and drivers.

If something goes wrong

Use the lost-child, accident or emergency procedure immediately. Keep the rest of the group supervised and contact parents and relevant responders as appropriate.

Record significant incidents and near misses and review arrangements before repeating the outing.

Centre review before adoption

Approve each route, venue booking, permissions, staff cover, first-aid and emergency arrangements.

Staff & conduct

21. Smoking and vaping

A smoke- and vape-free childcare environment and supervised activities.

Draft for centre review | Prepared 16 November 2026

Operational review required

This is a centre-specific draft. It must be reviewed, completed and approved before adoption. It does not confirm staff appointments, registration or arrangements that have not been supplied.

At the centre

Smoking and vaping are not permitted in the childcare environment or while staff or volunteers are responsible for children. Apply the same boundaries to visitors and contractors.

Keep tobacco, vaping devices, liquids, lighters and related items securely away from children. Staff follow the centre's conduct, fitness-to-work and hygiene arrangements.

Out and about

Plan routes and waiting areas away from smoke or vapour where practicable. If someone smokes or vapes near the group, move the children to a suitable area without creating another risk.

Concerns are reported to the manager and recorded where action or follow-up is required. The policy applies to all supervised activities, including proposed community visits.

Centre review before adoption

Confirm premises boundaries, visitor rules and how concerns are managed.

Staff & conduct

22. Staff behaviour and professional conduct

Professional boundaries, respectful care and reporting concerns about adults.

Draft for centre review | Prepared 16 November 2026

Operational review required

This is a centre-specific draft. It must be reviewed, completed and approved before adoption. It does not confirm staff appointments, registration or arrangements that have not been supplied.

Expected conduct

Treat children and families with dignity, courtesy and respect. Model calm behaviour, maintain appropriate boundaries and follow the safeguarding, behaviour, confidentiality and health-and-safety policies.

Complete the required induction and training and work only within the approved role, competence and supervision arrangements. Report changes that may affect suitability or safe work promptly to the manager.

Boundaries and devices

Never humiliate, threaten, physically punish or exploit a child. Do not promise secrecy. Personal care, one-to-one support and physical intervention must follow the approved procedures.

Do not use personal messaging, social accounts, images or gifts to form private relationships with children. Use only authorised channels for family communication and approved devices and permissions for photographs.

Personal phone use must not distract from supervision. Outings require an approved means of emergency communication. Maintain confidentiality in conversations and records.

Reporting

Report concerns about a child or adult immediately through safeguarding procedures. If the concern involves the manager or DSL, use the independent local-authority or police route as appropriate.

Record significant incidents accurately and support fair review. The provider must consider relevant LADO, police, regulator and DBS duties; staff departure does not automatically close a safeguarding concern.

Centre review before adoption

Confirm the named safeguarding contacts, staff checks, training, reporting route and device rules.

Children & inclusion

23. Television, films and games

An occasional shared treat within a balanced, practical programme.

Draft for centre review | Prepared 16 November 2026

Operational review required

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Balance

A movie, television programme or game can be an enjoyable occasional part of a social session. It must not become constant background entertainment or replace the wider mix of movement, conversation, stories, creative work and practical activities.

Explain the planned content to families where relevant and provide an alternative for a child who does not wish to watch or play.

Choosing content and access

Check age suitability, content, individual needs, sensory issues and parental agreements. Meet any applicable screening or licence requirements; owning a film or subscription alone does not establish permission for every group screening.

Supervise games and devices, agree limits and turn-taking, and apply online-safety rules to any connection, chat, purchase or camera feature. A label or filter does not replace adult judgement.

Keep sound, seating, lighting and breaks appropriate. Consider photosensitivity and other needs discussed privately with families.

After the activity

Use a story, film or game as a starting point for conversation, listening, vocabulary and respectful discussion. Stop or change content if children become uncomfortable or it is unsuitable.

Centre review before adoption

Confirm the content, supervision, alternatives and any required public-screening permissions.

Parents & information

24. Working in partnership with parents and carers

Two-way communication, shared arrangements and respect for each child's family.

Draft for centre review | Prepared 16 November 2026

Operational review required

This is a centre-specific draft. It must be reviewed, completed and approved before adoption. It does not confirm staff appointments, registration or arrangements that have not been supplied.

Before attendance

Discuss the child's interests, communication, care, health and dietary needs, emergency contacts, permissions and collection arrangements through a private enrolment process. Confirm the session, price and terms before a booking is accepted.

Explain the programme, practical activities, supervision, outings, contact route and current approved policies. Introduce the appropriate manager and safeguarding contact. No published family phone or email is assumed from Harper Learning.

Ongoing communication

Agree how families receive practical updates, questions, concerns and relevant learning observations. Listen to children and parents and make communication accessible where support is needed.

Ask families to keep contact information and collection permissions current and tell the team about changes that may affect the child. Share sensitive matters privately, not in front of other families or on public group channels.

Use the child's interests and family knowledge to plan activities. Celebrate everyday progress without comparisons or pressure. A small reward recognises effort and inclusion, not a child publicly reciting private details.

Concerns and changes

Use the complaints route for service concerns and safeguarding routes when a child may need protection. Necessary safeguarding information may need to be shared without parental consent where lawful.

Review arrangements when needs or sessions change and keep families informed of material policy updates. Permission for optional photographs or marketing remains separate from essential care arrangements.

Centre review before adoption

Confirm enrolment terms, approved contact channels, session details, parent communication and named responsibilities.

Children & inclusion

25. Settling in

A gentle first step, clear routines and support for children joining the centre.

Draft for centre review | Prepared 16 November 2026

Operational review required

This is a centre-specific draft. It must be reviewed, completed and approved before adoption. It does not confirm staff appointments, registration or arrangements that have not been supplied.

Getting to know each other

Invite the family to discuss the child's interests, worries, communication and support needs before attendance. Arrange a suitable introductory visit where possible and explain who will welcome them.

Show the child the spaces they will use, toilets, where belongings go, how to ask for help and the collection routine. Use an explanation suited to their age and understanding.

A manageable start

Agree a settling-in approach with the family. Use familiar interests, a calm welcome, predictable routines and a choice of suitable activities. A quieter activity or gradual introduction may help.

Listen to the child and notice signs of distress. Discuss concerns with the family and adapt the plan. Do not force participation or promise a particular settling-in timescale.

Make sure any comfort item, support arrangement or communication aid is safely included. Keep supervision and collection procedures in place during introductory visits.

Review together

Share how the child is managing and ask what helps at home. Review practical arrangements, inclusion needs and next steps before extending attendance or changing sessions.

Centre review before adoption

Confirm the introductory-visit arrangements, staff contact and individual settling-in plan.

Children & inclusion

26. Practical learning, gardening and personal safety

Real-life learning with appropriate supervision, privacy and encouragement.

Draft for centre review | Prepared 16 November 2026

Operational review required

This is a centre-specific draft. It must be reviewed, completed and approved before adoption. It does not confirm staff appointments, registration or arrangements that have not been supplied.

Learn by doing

Use age-appropriate pretend shopping, budgeting, measuring, cooking, growing, tidying and supervised walks to connect maths, English and everyday science to situations children understand.

Assess each activity, choose appropriate equipment and agree any health, dietary, support or outing arrangements. Children must not undertake an unsafe real purchase, use adult tools unsupervised or be sent out alone as a learning challenge.

Addresses and family numbers

With family agreement, support children to recognise their home address and remember a trusted parent or carer's contact number. Practise privately and explain when it may be appropriate to share that information with a safe adult.

Do not ask children to announce details to a group, post them online, enter them into a public quiz or wear them visibly. Keep any necessary records within the approved secure care process.

Teach children to stay with the group, ask for help and use agreed walking and crossing rules. Memory skills add to safety awareness but do not make a child safe to travel or stay home alone.

Praise and participation

Use small, inclusive rewards for effort, persistence and progress. Offer alternative ways to practise and recognise children who need communication or memory support. Never shame a child or make essential care conditional on success.

Mix practical work with play, stories, rest and an occasional agreed treat. Follow the food, health-and-safety, inclusion and outings policies for the relevant activity.

Centre review before adoption

Confirm activity plans, privacy arrangements, reward choices, parent agreement and supervision.

Reference information

Department for Education: safeguarding in out-of-school settings

https://www.gov.uk/government/publications/keeping-children-safe-in-out-of-school-settings-code-of-practice

Ofsted: compulsory Childcare Register requirements, if applicable

https://www.gov.uk/guidance/group-based-childcare-providers-on-the-compulsory-childcare-register-requirements

Oldham Council: reporting a child-protection concern

https://www.oldham.gov.uk/info/200386/child_protection/620/report_child_abuse

UKHSA: public-health exclusion periods

https://www.gov.uk/government/publications/health-protection-in-schools-and-other-childcare-facilities/public-health-exclusion-periods-in-children-and-young-peoples-settings

NHS: handwashing

https://www.nhs.uk/live-well/best-way-to-wash-your-hands/

Information Commissioner's Office

https://ico.org.uk/

Adaptation record

Harper Learning's public policy hub was reviewed on 16 November 2026. Its 25 labels linked to 24 unique PDFs: the Settling In link duplicated the outings document. Dua's Garden therefore has a distinct settling-in adaptation, plus a new practical-learning and personal-safety policy. Original individual names, Harper contact details, another provider's evacuation location, unverified registration claims and outdated statistics have not been carried over.