

# Policies and procedures



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## Admissions and Fees

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Our Nursery is committed to providing a fair and open admission system that offers a competitively priced and good value service. As a provider of registered childcare, we both encourage and actively support eligible parents/carers claiming and taking up the childcare element of the Universal Credit. We will promote the use of Childcare Vouchers and government funded children who are eligible for 15/30 hours childcare.

### Admissions

It is our intention to make our Nursery genuinely accessible to children and families from all sections of the local community. In order to accomplish this, we will:

- \* Make our equal opportunities policy widely known
- \* Ensure that the existence of the Nursery is widely known in all local communities.
- \* Describe the Nursery and its practices in terms which make it clear that it welcomes both fathers and mothers, other relations, and carers, including childminders and people from all cultural, ethnic, religious and social group, with and without disabilities.
- \* Monitor the gender and ethnic background of children joining the groups to ensure that no accidental discrimination is taking place
- \* Be flexible about attendance patterns to accommodate the needs of individual children and families
- \* Continue to consult parents to ensure that the Nursery continues to meet the changing needs of the local community.

When a parent/carer contacts the Nursery enquiring about a place for their child, they will be given all the relevant information they require including details of the Admissions and Fees policy, and informed of whether there is currently a suitable place available for their child.

For a place to be secured on the Nursery's waiting list, a £35.00 non-refundable fee will be payable along with a completed registration form. When your child begins at Nursery the fee will be deducted from the final invoice. The registration fee does not guarantee that a place will be available.

If a suitable place is available the parent/carer and, where possible, the child will be invited to visit the Nursery and speak to members of staff. If the parent/carer agrees to abide by all the terms and

conditions of admission, including the level of fees and arrangements for payment, they will be asked to complete and sign the relevant forms to confirm their child's place.

Once the admission is confirmed, the Manager will contact the parent/carer concerned to arrange a date for the child's first session at the Nursery.

The Nursery will do its best to accommodate emergency admissions where possible.

To ensure the Nursery is able to meet the differing needs of all the children at any one time and accommodate any additional support that is usually required, the Nursery can only accept a 10% ratio of SEN children on the register. We believe this policy is in the best interest of all the children that attend the Nursery.

### **Waiting List**

To ensure that admissions to the Nursery are offered on a fair and transparent basis, the following procedure will apply to the management of waiting lists:

\*If, on making an enquiry about a place for their child, a parent/carer is informed that there is not currently a suitable one available, the Nursery's waiting list procedure will be explained and then activated on the parent's/carer's behalf.

\*Parents/carers will be encouraged to submit their request for a place for their child to the Nursery in writing.

\*The waiting list will be kept by the manager, giving priority to children on the following criteria: 1. Residency in Ashley & New Milton 2. Siblings in the Nursery 3. Special Needs 4. Date of registration. The Nursery will advise the parent/carer of how long they are likely to have to wait before a suitable place becomes available. This information will only be an estimate and will not constitute a binding guarantee from the Nursery.

\* When a vacancy at the Nursery becomes available, the Nursery will contact the parent/carer whose child is suitable for the place and is highest up on the waiting list. In addition to this the Nursery may consider any extenuating circumstances affecting the child's welfare or his/her family.

\* If that parent/carer still wishes to take up the place for their child, they will be asked to complete the relevant Forms and follow the remaining steps of the admissions procedure outlined above.

\*If the parent/carer concerned no longer wishes to take up a place, the parent/carer of the next child on the list will be contacted.

\*With regards to extra sessions required, children receiving government funding (aged over 3) who

aren't already receiving 15/30 hours' childcare take priority of the younger children who haven't reached the grant applicable age.

## **Fees**

The Nursery understands that the cost of registered childcare may seem expensive to a parent/carer. However, providing a high quality, safe and stimulating service for children is not cheap and to ensure the continued high standards and sustainability of the Nursery, it must ask that parents/carers respect its fees strategy.

\*The level of fees will be set by the manager and reviewed annually in the light of the Nursery's financial position, its future strategic plans and any other broader economic or social considerations deemed relevant.

\*Payment of fees should be made weekly/monthly and promptly on receipt of an invoice. Individual payment arrangements will be negotiated between the manager and parents/carers.

\*If the fees are not paid on time, the Nursery will notify the parent/carer in writing and request payment at the earliest possible opportunity.

\*The manager has the right to issue a formal warning to the parent/carer and inform them that continued late payment will result in their child's place at the nursery being forfeited.

\*The manager reserves the right to take legal action, if necessary, to recover any outstanding payment.

\*If fees are paid persistently late or not at all with no explanation, the Nursery will be forced to terminate that child's place.

\*Parents/carers are encouraged to speak to a member of staff or management if they have any query about the Admissions and Fees Policy, or if, for any reason, they are likely to have difficulty in making a payment on time. Parents/carers are strongly advised to arrange a meeting at the earliest possible opportunity, to avoid jeopardising their child's place at the Nursery.

\*A registration fee of £35.00 is due for each child to be placed on the waiting list. If your child will be receiving the 15/30 hours government funding when they start Nursery (the term after they become 3 years old) you do not need to pay the registration fee. Please note the registration fee only places you on the waiting list it does not secure you a place. If your child starts at the Nursery and has paid the registration fee this will be deducted from the first invoice.

## **Arrivals and Departures**

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Our Nursery will give a warm and friendly welcome to each child on arrival and ensure that they depart safely at the end of each session.

**Admissions** It is the responsibility of the Manager to ensure that an accurate record is kept of all children in the Nursery, and that any arrival or departure to and from the premises is recorded in the register. The register will be kept in an accessible location on the premises at all times (for exemptions to this rule, see the Visits and Outings policy). This process will be supplemented by regular head counts during the day.

Records of daily registers will be kept by the Nursery for at least three years from the date of the last entry.

On arrival, a member of staff will immediately record the child's attendance in the daily register, including the time.

**Departures**, If the child is to be collected by someone other than the parent/carer, this must be indicated to a member of staff and recorded before the beginning of the session. The adult nominated to collect a child should be one of those named on the Child Information & Emergency Contacts Form. Only adults with suitable identification, authorisation and the child's password will be authorised to collect a child.

No child will be allowed to leave the Nursery unaccompanied.

If the parent/carer or alternative nominated adult is going to be late to collect their child, staff must be informed as soon as possible. If the designated adult is late in picking up their child without prior warning, the provisions of the Lost or Uncollected Child policy will be activated.

### **Absences**

If a child is going to be absent from a session, parents must indicate this to the Nursery in advance. We encourage parents to inform the Nursery of any absences with as much notice as possible, this includes sickness holidays and other absences.

## **Behaviour Management**

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Our Nursery recognises the importance of positive and effective behaviour management strategies in promoting children's welfare, learning and enjoyment. We also recognise that children are individuals and distraction techniques need to be adapted to each individual child at that moment in time.

We believe that children and adults flourish best in an ordered environment in which everyone knows what is expected of them, and the children are free to develop their play and learning without fear of being hurt or hindered by anyone else. We aim to work towards a situation in which children can develop self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

The aims of our Behaviour Management Policy are to help children to

- \*Develop a sense of caring and respect for one another.
- \*Build caring and co-operative relationships with other children and adults.
- \*Develop a range of social skills and help them learn what constitutes acceptable behaviour.
- \*Develop confidence, self-discipline, and self-esteem in an atmosphere of mutual respect and encouragement.

### **Behaviour Management Strategies**

The Nursery, the Manager and the staff team will manage behaviour according to clear, consistent and positive distraction strategies, including the use of our busy box and children's current interests . Parents/carers are encouraged to contribute to these strategies, raising any concerns or suggestions. Behaviour management in the Nursery will be structured around the following principles:

- \*We require all staff, volunteers, and students to provide a positive model of behaviour by treating children, parents/carers and one another with friendliness, care, and courtesy.
- \*Rules governing the conduct of the group and the behaviour of the children will be discussed and agreed within the Nursery and explained to all newcomers, both children and adults.
- \*All adults in the Nursery will ensure that the rules are applied consistently, so that the children have the security of knowing what to expect and can build up useful habits of behaviour.

\*Adults in the nursery will praise and endorse desirable behaviour such as kindness and willingness to share. Positive behaviour will be reinforced with praise and encouragement

\*We will take positive steps to avoid a situation in which children receive adult attention only in return for undesirable behaviour.

\*We familiarise new staff and volunteers and parents/carers with the Nursery's behaviour management policy and its guidelines for behaviour.

When children behave in undesirable ways:

\*Negative behaviour will be challenged in a calm but assertive manner. In the first instance, staff will try to re-direct children's energies by offering them alternative and positive options. Staff will be open in stating and explaining non-negotiable issues.

\*When dealing with negative behaviour, staff will always communicate in a clear, calm and positive manner.

\*Staff will make every effort to set a positive example to children by behaving in a friendly and tolerant manner themselves, promoting an atmosphere where children and adults respect and value one another.

\*Staff will avoid shouting at work or raising their voice in a threatening way.

\*Where necessary, children will be given one to one adult support in seeing what was wrong and how to cope more appropriately. Where appropriate this might be accomplished by a period of "Calm down time" with an adult, this may include the use of our busy box which support distraction and time to have discussions with children.

\*Techniques intended to single out and humiliate individual children such as "naughty chair" will not be used.

\*Physical restraint, such as holding, will be used only to prevent personal injury to children and adults and/or serious damage to property. Any significant event of this nature will be recorded, and the parents will be informed on the same day.

\*Children who experience bullying, racism or other unacceptable behaviour will be given the confidence to speak out.

\*In cases of serious misbehaviour, such as racial or other abuse, the unacceptability of the behaviour and attitudes will be made clear immediately, but by means of explanations rather than personal blame.

\*In any case of misbehaviour, it will always be made clear to the child or children in question that it

is the behaviour and not the child that is unwelcome.

\*Staff will work as a team by discussing incidents and resolving to act collectively and consistently.

\*Adults in the Nursery will make themselves aware of, and respect, a range of cultural expectations regarding interactions between people.

\*Any behaviour problems will be tackled be handled in a developmentally appropriate fashion, respecting individual children's level of understanding and maturity.

\*Recurring problems will be tackled by the whole Nursery, using objective observation records to establish an understanding of the cause.

\*Adults will be aware that some kinds of behaviour may arise from a child's special needs.

\*Staff will try to discuss concerns with parents/carers at the earliest possible opportunity in an attempt to help identify the causes of negative behaviour and share strategies for dealing with it.

\*Staff will encourage and facilitate mediation between children to try to resolve conflicts by discussion and negotiation.

\*Activities will be varied and well planned so that children are not easily bored or distracted.

#### Dealing with Negative Behaviour

We require all staff, volunteers, and students to use positive strategies for handling any negative behaviour, by helping children find solutions in ways, which are appropriate for the children's ages and stages of development.

When confronted with negative behaviour, staff will be clear to distinguish between 'disengaged', 'disruptive' and 'unacceptable' behaviour.

'Disengaged' behaviour may indicate that a child is bored, unsettled, or unhappy. With sensitive interventions, staff will often be able to re-engage a child in purposeful activity.

'Disruptive' behaviour describes a child whose behaviour prevents other children from enjoying themselves. Staff will collectively discuss incidents and agree on the best way to deal with them.

'Unacceptable' behaviour refers to non-negotiable actions and may include discriminatory remarks, violence, bullying or destruction of equipment. Staff will be clear that consequences will follow from such behaviour, including in the first instance, temporarily removing a child from the activity session.

When an incidence of negative behaviour occurs, staff will listen to the child or children concerned and hear their reasons for their actions. Staff will then explain to the child or children what was negative about their behaviour and that such actions have consequences for both themselves and for other people. Children are encouraged where age appropriate to resolve conflict with their

peers with staff support.

Children maybe encouraged to explore our busy box which has a variety of activities that encourage positive behaviour and expressing feelings, our busy box is a great way to communicate with children in a variety of ways and a way that is age and ability appropriate.

Staff will make every attempt to ensure that children understand what is being said to them.

Children will always be given the opportunity to make amends for their behaviour and, unless it is judged inappropriate, be able to re-join the activity. We avoid creating situations in which children receive adult attention only in return for negative behaviour. In the event that unacceptable behaviour persists, more serious actions may have to be taken, in accordance with the Suspensions and Exclusions policy. At all times, children will have explained to them the potential consequences of their actions.

### **The Use of Physical Interventions**

Physical punishment, such as smacking or shaking, will neither be used nor threatened at any time.

Staff will use physical interventions only as a last resort and only then if they have reasonable grounds for believing that immediate action is necessary to prevent a child from significantly injuring themselves or others or to prevent serious damage to property.

Before reaching this stage, staff will have used all possible non-physical actions, such as dialogue and diversion, to deal with the behaviour. The child or children concerned will be warned verbally that physical intervention will be used if they do not stop.

A dialogue will be maintained with the child or children at all times, so that the member of staff can explain what they are doing and why they are doing it. Staff will make every effort to avoid the use of physical interventions if they are alone with the child or children.

Only the minimum force necessary to prevent injury or damage should be applied, for example, by diverting a child or children by leading them away by a hand or by an arm around their shoulders.

Staff will use physical intervention as an act of care and control and never punishment. Physical interventions will not be used purely to force a child to do what they have been told and when there is no immediate risk to people or property.

As soon as it is safe, the physical intervention should be gradually relaxed to allow the child or children to regain self-control.

The force of the physical intervention will be always appropriate to the age, size and strength of the child or children involved.

If staff are not confident about their ability to contain a particular situation or type of behaviour, consideration will be given to calling the Manager.

Where a member of staff has had to intervene physically to restrain a child, the Manager will be notified and the incident recorded in the Incident Record Book. The incident will be discussed with the parent/carer on the day it occurs.

If a staff member commits any act of violence or abuse towards a child at the Nursery, disciplinary action will be implemented, according to the provisions of the disciplinary procedures within the Staffing Policy. We will also have regard to our Safeguarding Children Policy.

## **Bullying**

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Our Nursery is committed to providing an environment for children that is safe, welcoming and free from bullying. Bullying of any form is unacceptable in our Nursery, whether the offender is a child or an adult. The victim is never responsible for being the target of bullying.

Everyone involved in the Nursery, staff, children and parent/carers, will be made aware of the Nursery's stance towards bullying. Such behaviour will not be tolerated or excused under any circumstances.

The Nursery defines bullying as the repeated harassment of others through emotional, physical, verbal or psychological abuse. Examples of such behaviour are as follows:

**Emotional:** Being deliberately unkind, shunning or excluding another person from a group or tormenting them. For example, forcing another person to be 'left out' of a game or activity.

**Physical:** Pushing, scratching, spitting, kicking, hitting, biting, taking or damaging belongings, tripping up, punching or using any other sort of violence against another person.

**Verbal:** Name-calling, put-downs, ridiculing or using words to attack, threaten or insult. For example, spreading rumours or making fun of another person's appearance.

**Psychological:** Behaviour likely to instil a sense of fear or anxiety in another person.

These behaviours are all taken into consideration as to the child's age, development, and ability to recognise their behaviours,

Preventing Bullying Behaviour, The Manager and the staff will make every effort to create a tolerant and caring environment in the Nursery, where bullying behaviour is not acceptable. Staff will discuss the issues surrounding bullying openly, including why bullying behaviour will not be tolerated and what the consequences of bullying behaviour will be.

Dealing with Bullying Behaviour Despite all efforts to prevent it, bullying behaviour is likely to occur on occasion and the Nursery recognises this fact. In the event of such incidents, the following principles will govern the Nursery's response:

\*All incidents of bullying will be addressed thoroughly and sensitively.

\*Children will be encouraged to immediately report any incident of bullying that they witness. They will be reassured that what they say will be taken seriously and handled carefully.

\*Staff have a duty to inform the Manager if they witness an incident of bullying involving children or adults at the Nursery.

\*If a child, parent of child or a member of staff tells someone that they are being bullied, they will be given the time to explain what has happened and reassured that they were right to tell.

\*The individual who has been the victim of bullying will be helped and supported by the staff team. They will be kept under close supervision and staff will check on their welfare regularly.

\*We explain to the child who is doing the bullying why her/his behaviour is not acceptable. In most cases, bullying behaviour can be addressed according to the strategies set out in the Behaviour Management policy. The bully will be encouraged to discuss their behaviour and think through the consequences of their actions. Where appropriate, they will be encouraged to talk through the incident with the other person concerned.

\*A member of staff will inform the parents/carers of all the children involved in a bullying incident at the earliest possible opportunity. If appropriate, staff will facilitate a meeting between the relevant parents/carers. At all times, staff will handle such incidents with care and sensitivity.

\*All incidents of bullying will be reported to the Manager and will be recorded in the Incident Record Book. In the light of reported incidents, the Manager, the Committee and other relevant staff, will review the Nursery's procedures in respect of bullying.

## Care, Play and Activities (Development matters)

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The play experiences and the atmosphere of our Nursery aim to encourage children and young people's confidence, independence and enjoyment. Our work has, as its core, the aim of enabling children to develop their emotional, social, cognitive, interpersonal and physical skills, and their desire to explore, discover and be creative.

Here at Little Angels Nursery & Pre School we provide a safe environment in which children can experiment, explore and progress in their own creative ways.

### Intent

The intent of our EYFS curriculum is to ensure our children develop the necessary skills, knowledge and attitude to achieve fulfilling lives. The EYFS is the start of our children's school journey towards achieving this important purpose.

We teach to the Development Matters and EYFS Framework. We use Tapestry online learning journals to keep track of children's progress. We use Tapestry to collect data from observations at home and at school.

### Implementation

We aim to achieve our curriculum intent by providing high quality teaching and learning in a language rich environment. We value, respect and care for all of our children here at Little Angels Nursery & Pre School. Each child is unique and brings a irreplaceable value to our Nursery. We provide a curriculum which is based upon their interests, accessible to them and links to the world around them which they know and understand.

The principles that guide the work in the EYFS are grouped into 4 themes:

- ☑ A unique child
- ☑ Positive relationships
- ☑ Enabling Environments
- ☑ Learning and Development

The EYFS Curriculum consists of the seven areas of Learning and Development; three core and four specific areas.

### Core Areas

- ☑ The three prime areas of learning are:

☒ Personal, Social and Emotional Development

☒ Communication and Language

☒ Physical Development

Specific areas:

☒ Mathematics

☒ Literacy

☒ Understanding of the World

☒ Expressive Arts and Design

We teach a wide range of foundation subjects across the EYFS. Science investigations and curiosity is developed through our 'Understanding the World' themes. Social, moral, spiritual and cultural development, including studying British Values is incorporated into circle times alongside both 'Understanding the World' and 'PSED'. We learn about different cultures and places in the world many times throughout the year. We have a wide range of variety of resources in our Nursery which are sourced from many cultural backgrounds. This enhance the children's understanding of where objects and patterns come from, especially tailored to our current cohort of children.

We use our children's interests and curiosities to develop our topics every year. Each year, several topics will be similar (Christmas, People Who Help Us, minibeasts, Diwali etc.) and others will be completely based on what the children would like to learn about...keeping us on our toes! This ensures the curriculum here at Little Angels Nursery & Pre School is broad, diverse, balanced and stimulating for the children in our care.

During independent learning we are able to encompass new ideas and thoughts there and then, in the moment. In the moment planning allows staff to harness teachable moments and use these to their advantage. Having continuous provision in our environment allows both staff and children to have resources they need at their fingertips. Pre-planned activities which link to topic and circle time learning opportunities are given in addition to continuous provision for those children unsure of where their curiosity will take them next. In the moment planning allows staff to pick up on a child's next steps there and then, providing a rich and communication based learning environment and ensures progression. Each child is unique and their targets and next steps will therefore reflect the child's age, developmental readiness and individual needs.

We plan based upon children's interests and use in the moment planning. We use information from previous observations, adult knowledge of Key group children and tried and tested topics such as

'Transport' and 'People Who Help Us'.

In the moment planning:

In the moment planning works alongside enhancements and continuous provision. Continuous provision is provided daily and is always accessible. Enhancements are provided. In the moment planning allows staff to proactively plan around the children's needs, develop on next steps and allow scientific and exploratory play both with and without adult support. Adults use their knowledge of their children and their experience of the EYFS curriculum aims to develop ideas as they come across them without restraint.

Using a combination of effective questioning and narrative commentaries we assess in the moment the child's level of understanding. We then support them with new vocabulary or ideas to develop their understanding or address misconceptions. This ensures each child progresses at the time, instead of playing catch up. We understand and appreciate that sometimes an adult unintentionally interferes instead of interacting. Adults in our Nursery will use their experience and knowledge of the cohort to decide whether to observe from afar, interact or comment on a child's learning.

Observations:

Our staff judge when to jump in and when to observe from a distance. We use a combination of commentary and effective questioning to find information that children know and ask them about it. This gives opportunities for staff to assess a child's understanding in context and making links to other curriculum areas.

The children experience free-flow independence. During this time, they have access to all resources, being able to use and move anything they need if they are safe and put it back away again when they are finished. Children are supported and encouraged to use objects in new ways, using their imagination and investigative skills.

We track children who are consistently receiving less observations and specifically target new games and ideas designed for them to progress and be observed doing so. This allows children to develop in a variety of different areas through activities they feel comfortable doing.

At Little Angels Nursery & Pre School we have a SENCO which is the person who will work in partnership with parents, classroom staff and a range of other agencies to enable children with additional needs to make progress.

Assessment/Data collection

We use online and learning journals to store evidence. We have a wow wall which is designed for

staff/child observations they are proud of and want to share. We celebrate each other's work through looking at Tapestry and sharing ideas of how and what to play.

#### Impact

We track how many observations each child has each week on Tapestry. We also track which areas of the curriculum have the least observations tagged to them, and increase the adult led input surrounding these areas to allow full and deep coverage of the curriculum.

Through Tapestry, we are able to find gaps in children's learning and provide opportunities for 1:1 or group sessions to address misconceptions.

Our next steps are done in the moment. When an adult is interacting with a child during independent learning, they talk to the children using effective questioning to ask what that child knows, identify an area for development (understanding, misconception, vocabulary, sentence structure etc.) and then fill that gap in learning through running commentary. This enables the child to fill that gap in learning and to progress to understanding. An adult then helps that child to share their newfound understanding to check progress has been made.

☒ E.g. Child A is struggling to take their jumper off. An adult says (Show me how you take your jumper off). The child replies "I don't know how to do that" (OK, let me show you. First you could bend your elbow and pull at your sleeve. It works best if you raise your arms in the air). The child tries this. (Well done, I can see you are working really hard to push your elbow down low). "I did it" (Well done, you can now take your own jumper off, fantastic learning!)

#### Parents

Parents are encouraged to put observations up from home and are given support/guidance/tips on Tapestry in regards to developmental guidance and links to topics/songs being covered at school We track parental usage of Tapestry and follow up with parents who are not regularly accessing their child's Learning Journey.

### **Behaviour Management**

Our behaviour management policy is based on a positive reinforcement strategy. Children are rewarded for their kind and helpful efforts; having a go and trying hard; and trying new learning opportunities. Children are encouraged to use our busy box and other suitable distractions which are age and ability appropriate in order to discuss unwanted behaviour and understand/discuss appropriate behaviour.

It is important that staff understand every child is different and distraction techniques will need to

be flexible and suitable for each individual child meaning that what works for one child may not work for another.

## **Complaints**

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### Statement of intent

We aim to provide the highest quality education and care for all our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

Our Nursery believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community and we welcome suggestions on how to improve our Nursery, and will give prompt and serious attention to any concerns about the running of the Nursery. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. This policy constitutes the Nursery's formal Complaints Procedure. It will be displayed on the premises at all times

Under normal circumstances, the Manager will be responsible for managing complaints. All complaints made to staff will be recorded in detail in the Incident Record Book.

### Aim

We aim to bring all concerns about the running of our Nursery to a satisfactory conclusion for all of the parties involved.

### Methods

To achieve this, we operate the following complaints procedure. All Ofsted-registered nurseries are required to keep a 'summary log' of all complaints that reach stage 2 or beyond. This is to be made available to parents as well as to inspectors.

### Making a complaint

#### Stage 1

\*Any parent who has a concern about an aspect of the Nursery's provision, e.g. an activity, or about the conduct of an individual member of staff they first of all talk about his/her worries and anxieties

with the Manager.

\*Most complaints should be resolved amicably and informally at this stage.

## Stage 2

If stage 1 does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Manager. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

\*The Nursery will acknowledge receipt of the complaint as soon as possible – within three working days at least – and fully investigate the matter within 15 working days. If there is any delay, the Nursery will advise the parent/carers of this and offer an explanation.

\*The Manager will be responsible for sending them a full and formal response to the complaint within 28 days.

\*For parents who are not comfortable with making written complaints, details of the complaint will be recorded with the Manager and signed by the parent.

\*The Nursery stores written complaints from parents in the complaints file. However, if the complaint involves a detailed investigation, the Nursery Manager may wish to store all information relating to the investigation in a separate file designated for this complaint.

\*When the investigation into the complaint is completed, the Manager meets with the parent to discuss the outcome.

\*When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Log.

## Stage 3

If at Stage 2 the parent and Nursery cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.

The mediator keeps all discussion confidential. S/he can hold separate meetings with the Nursery personnel and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives. Staff or volunteers within the nursery will be available to act as a mediator if both parties wish.

## Stage 4

\*When the mediator has concluded her/his investigations, a final meeting between the parent and the manager is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.

\*A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there appears to be a breach of the Nursery's registration requirements, it is essential to involve Ofsted as the regulatory body.

\*Contact details for Ofsted are displayed on our Nursery's notice board.

\*If a child appears to be at risk, our Nursery follows the procedures of the Local Safeguarding Children Board.

\*In these cases, both the parent and Nursery are informed (unless the procedures above indicate otherwise) and the Nursery Manager works with Ofsted and/or the County Council's Children and Families Assessment Team to ensure a proper investigation of the complaint, followed by appropriate action.

#### Records

\*A record of complaints against our Nursery and/or the children and/or the adults working in our Nursery is kept, including the date, the circumstances of the complaint and how the complaint was managed.

\*The outcome of all complaints is recorded in the Complaints Summary Log, which is available for parents and inspectors on request.

#### **Confidentiality**

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The Nursery's work with children and families will sometimes bring us into contact with confidential information. It is our intention to respect the privacy of children and their parents and carers, while ensuring that they access high quality care in our setting.

Confidentiality

The Manager, staff, volunteers and any other individual associated with the running or management of the Nursery will respect confidentiality by:

- \*not discussing confidential matters about children with other parents/carers.
- \*Not discussing confidential matters about parents/carers with children or other parents/carers.
- \*Not discussing confidential information about other staff members.
- \*Only passing sensitive information, in written or oral form, to relevant people.
- \*Giving parents access to the files and records of their own children, but not to information about any other child.

Confidential information includes

- \*Registration and admission forms,
- \*Signed consents,
- \*Correspondence concerning the child or family,
- \*Reports or minutes from meetings concerning the child from other agencies.
- \*Ongoing record of relevant contact with parents

Confidential records are stored on a password protected device or in a lockable cabinet and are kept secure by the Manager.

Under no circumstances should staff provide any information about children to any branch of the media. All media enquiries should be passed in the first instance to the Manager.

In circumstances where staff have good reason to believe that a child is at risk, or is likely to be at risk, of child abuse or neglect, the Safeguarding Children Policy will override confidentiality on a 'need to know' basis.

All staff are required to sign a confidentiality agreement.

Staff failing to show due regard for confidentiality will be liable to disciplinary action under the provisions of the disciplinary procedures within the Staffing Policy.

## Staffing

### Confidentiality

Staff have a right to privacy, as do children and their parents/carers. Personal details should not be discussed except in exceptional circumstances e.g. safeguarding.

Issues to do with the employment of staff, whether paid or unpaid, will remain confidential to the people directly dealing with making personnel decisions. Students or other recognised qualifications and training, will be advised of our confidentiality policy and required to respect it, when they are

observing in the Nursery. Students are also asked to sign a confidentiality agreement as part of their induction.

All the Undertakings above are subject to the paramount commitment of the Nursery, which is the safety and wellbeing of the child. Please see our policy on Safeguarding Children.

## **Documentation and Information**

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The Nursery recognises the importance of maintaining up to date and accurate records, policies and procedures necessary to operate safely, efficiently and in accordance with the law.

The Nursery is also aware of its obligations with regard to the storing and sharing of information under the Data Protection Act 1998, and is committed to complying with its regulations and guidance. The Manager and staff are aware of the implications of the Data Protection Act 1998 in so far as it affects their roles and responsibilities within the Nursery.

The Nursery is committed to a policy of openness with parents/carers with regard to its policies and procedures and the information that the Nursery holds on their child. Records and information will be made available to parents/carers on written request unless subject to an exemption. If for any reason a request is going to be refused, then this decision, and an explanation, will be communicated in writing.

Record Keeping Ordinarily, information kept on a child will include:

- \*Child's full name (along with any other name the child is known by).
- \*Date of birth.
- \*Nationality.
- \*Religion. (Optional)
- \*Main language used.
- \*Home address and telephone number(s).
- \*Parents' or carers' names and relationship to child.
- \*Parents' or carers' place of work and contact number(s).
- \*Any other emergency contact names and numbers.
- \*Family doctor's name, address and telephone number.

\*Health visitor's name, address and telephone number (if applicable) and/or other professionals involved with child.

\*Details of any special health issues and additional needs.

\*Details of any cultural or religious observances (Option requirements, allergies and food and drink preferences.

\*Names of people authorised by parents/carers to collect children.

\*Any other information relating to the child deemed by staff or parents/carers to be relevant and significant. (ie separated parents / court orders in place )

Additionally, and in accordance with our policies and procedures, the following records and information will be stored and maintained by the Nursery:

\*An up to date record of all the staff, students and volunteers who work at the Nursery, including their name; home address; telephone number; Disclosure and Barring Service; (DBS) references; employment details and any other information (such as their Personal Development Plan) accrued during their time spent working at the Nursery.

\*A record of DBS disclosure information will be kept securely, in a lockable, storage container with access strictly controlled and limited to those who are entitled to see it as part of their duties.

\*The name, home address and telephone number of the registered person (Management)

\*The daily attendance registers, as set out in the Arrivals and Departures policy.

\*An up to date waiting list with details of all children waiting for a place at the Nursery, as set out in the Admissions and Fees Policy.

\*Records of the activities planned and implemented by the Nursery, including any off-site visits and outings.

\*Records of any medication being held by staff on behalf of children, along with the signed Administration of Medication Form, in the Medication Record Book (in accordance with the Health, Illness and Emergency Policy).

\*Signed Child Information, Emergency Contacts & 'Permissions' Forms, giving parental authorisation for staff to seek emergency medical advice or treatment for children, application of sunscreen and transport arrangements (in accordance with the Health, Illness and Emergency Policy).

\*An Inventory Record of all equipment owned or used by the Nursery, including safety checks and repairs carried out, (in accordance with the Equipment and Resources Policy). A copy of the inventory will also be kept off the premises.

\*A fully completed and up to date Accident Record Book and Incident Record Book.

\*Additionally, a regularly updated version of the admissions list will be kept off the premises, but close by, in case of an emergency, such as a fire.

\*A Complaints Log, which includes written record of any complaints received by the Nursery, as well as any action taken and the outcome of any investigation.

\* Information and records held on children will be kept in a locked file, access to which will be restricted to the Manager and one other designated member of staff.

The Manager has overall responsibility for the maintenance and updating of children's records and ensuring that they are accurate.

Certain records will be retained for a period of three years:

\*The daily record of the names of the children being looked after at the Nursery, their hours of attendance and the names of the persons looking after them.

\*Accident Records

\*Medication Records

Records of any complaints received by the Nursery are retained for a period of 10 years from the date on which the record was made.

All required records relating to individual children are maintained and retained for three years after children last attended the Nursery, and until after the next inspection. This rule will be disregarded where regulations and guidance from Ofsted or other statutory agencies override it. All other records are retained in line with current guidance/legislation.

Notification of Changes

The Nursery recognises its responsibilities in keeping children, parents/carers, staff and Ofsted informed in writing of any changes to the running or management of the Nursery that will directly affect them. Wherever possible, if changes are to be made affected parties will be given as much warning as possible. In the case of proposed changes that are of considerable scope or importance, the Nursery will facilitate consultation with the affected groups or individuals.

In the following cases, it is mandatory for the Nursery to inform Ofsted at the earliest possible opportunity:

\*Any change to the premises.

\*A serious illness or accident to staff or the Management

- \*The serious illness of a cared for child or a serious accident whilst at the Nursery.
- \*The death of a child or member of staff
- \*Police or social services involvement with the Management or anyone who is employed on the premises
- \*Any significant change to the operational plan of the Nursery.
- \*Any allegation of abuse by a member of staff or volunteer or any abuse, which is alleged to have taken place on the premises.
- \*Any other significant events, e.g. anything that adversely affects the smooth running of the Nursery

## **Inclusion, Equality and Diversity**

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Little Angels Nursery believes in the unique value of every child and is therefore committed to meeting each child's individual needs. We will do our best to provide equal opportunities for all children and families who come to our setting, as well as promoting equal opportunities in our employment practices.

Our Nursery is committed to taking positive and proactive steps to ensure that we provide a safe and caring environment, free from discrimination, for everyone in our community.

### **Aims**

- \*The Nursery's equal opportunities procedures aim to help everyone involved in the Nursery to counteract and eliminate both direct and indirect discrimination in decision-making, employment practices and service provision and to ensure that our services strive to achieve equality of opportunity for all.
- \*The Nursery aims to provide a welcoming and caring environment that promotes and reflects cultural and social diversity and is equally accessible to all. We invite parents to share their cultures and festivals with the Nursery if they wish.
- \*The Nursery recognises that achieving the objectives of our Equality and Diversity Policy relies on the active involvement of parents/carers, as set out in the Partnership with Parents/Carers policy. As such, the Nursery will both welcome and encourage parents and carers to get involved in the running and management of the Nursery, and to comment on the effectiveness of its policies and

procedures.

\*The Nursery will endeavour to facilitate regular opportunities for consultation with parents/carers about the service that the Nursery provides, as a means of monitoring the effectiveness of its Equality and Diversity Policy.

\*We will make every effort to recognise and respond to the needs of all the children, and by observation and assessment, make special provision for those who have special needs which may require particular support and help. In order to keep this in mind we have a policy for Special Needs and a designated SENCO on the staff.

To realise the Nursery's objective of creating an environment free from discrimination and welcoming to all, the Nursery has the following procedures

#### Admissions

\*We ensure that our services are open and available to all parents/carers and children in the local community.

\*We reflect the diversity of members of our community in our publicity and promotional materials.

\*We ensure that issues of race, colour, ethnicity, nationality, social background, religion, culture, gender, language, sexual orientation and disability do not inhibit a child from accessing the Nursery's services.

\*We treat all children and their parents/carers with equal concern and value.

#### Activities

\*We have regard for promoting understanding, respect and awareness of diversity and equal opportunities issues in planning and implementing the Nursery's programme of activities.

\*We help all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities.

\*The nursery aims to provide positive non-stereotyping information and role model behaviour about gender roles, diverse ethnic and cultural groups and people with disabilities.

\*We positively reflect the widest possible range of communities in the choice of resources; and avoid stereotypes or derogatory images in the selection of books and other visual materials. We will promote good relations with people of all cultures, in our play, stories, our group times and our behaviour.

\*We endeavour to create an environment of mutual respect and tolerance and help children to understand that discriminatory behaviour and remarks are hurtful and unacceptable. We are

committed to delivering an education that promotes and fosters the positive use of language. We will not allow derogatory name-calling or abusive language of any kind.

\*The Nursery will challenge and take action against any offensive or discriminatory behaviour, language or attitudes with regards to race, colour, ethnicity, nationality, social background, religion, culture, gender, language, sexual orientation, disability and age.

\*We ensure that the activities offered are inclusive of all children.

\*We work in partnership with parents/carers to ensure that the medical, cultural and dietary needs of children are met.

\*We encourage and support staff to act as positive role models to children by displaying and promoting tolerant and respectful behaviour, language and attitudes and we challenge and take action against any discriminatory incident, according to the provisions set out in the disciplinary procedures within the Staffing Policy and the Behaviour Management Policy.

### **Employment and staffing**

\*As an Equal Opportunities provider, we ensure that the Nursery's recruitment policies and procedures are open, fair and non-discriminatory and it is our policy to recruit the best person for the role and this will be the only criterion for appointment. Once appointed, each employee will be fairly treated, and encouraged to develop professionally as far as he/she is able.

\*We endeavour to recruit a staff team that reflects the make-up of the Nursery's local community.

\*We ensure that all members of staff are aware of, and understand, this Equality and Diversity policy.

\*We seek out training opportunities for staff and volunteers to enable them to develop anti discriminatory and inclusive practices, which enable all children to flourish

\*We take action against any member of staff found to be acting, or have been acting, in a discriminatory way, according to the provisions of the disciplinary procedures within the Staffing Policy.

All the Nursery's policies and procedures will be kept under review to ensure they do not operate in a discriminatory manner or in any way against its commitment to equal opportunities.

## Equipment and Resources

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Our Nursery is committed to providing children with access to a wide range of equipment that stimulates enjoyment, play, learning and development, both indoors and outdoors.

All furniture, toys and equipment are kept clean, well maintained and in good repair and in accordance with BS EN safety standards or the Toys (Safety) Regulations (1995) where applicable.

Equipment will be properly maintained and inspected in accordance with the manufacturer's instructions. All electrical toys and equipment checked regularly, and relevant staff are aware of the correct use of computers and other IT equipment. The Management will ensure that safeguards are in place to prevent on line access by staff and children to inappropriate material.

Levels of staff supervision will be sufficient to ensure that the safety of children is assured, and set according to the type of equipment being used, along with the ages and number of children involved in a given activity.

All equipment and resources will be selected with care, and risk assessments carried out before new toys and equipment are obtained, according to the principles of the Risk Assessment policy.

The Nursery has equipment and resources suitable for all children currently in attendance.

The Nursery's equipment and resources reflect positive images with regard to culture, ethnicity, gender, and disability.

Resources will, wherever possible, show men and women in a variety of roles and jobs, and people with different abilities being both active and creative. Examples of everyday life will portray people from a variety of family groupings and cultural backgrounds in a range of non-stereotypical roles.

The Nursery provides a wide selection of books that are regularly updated, as financial resources allow. The selection will aim to include reference books, dual language books and a range of age appropriate formats. Staff are encouraged to select books that reflect a multicultural society, challenge stereotypes, and which meet the educational needs of the children.

The Nursery has play equipment and resources that promote continuity and progression, provide sufficient challenge and meet the needs and interests of all children. The selection will include made, natural and recycled materials that are stimulating, clean, in good condition and safe for the children to use. Furniture will be provided that is suitable for children and adults. The manager will provide adequate insurance cover for the Nursery's resources and equipment.

Outside the Nursery's opening hours, all equipment will be kept in a suitable and secure location, safe from unauthorised access or use. When discovered, defective or broken equipment will be removed immediately.

The Manager will be responsible for regularly reviewing the stock of equipment and updating the Nursery's Inventory Record.

## **Food and Drink**

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Our Nursery is committed to providing healthy, nutritious and tasty food and drinks for children during our sessions. The Manager and staff will make every effort to ensure that food and drink are safely prepared and sensitive to the dietary, religious and cultural requirements of all the children. Our Nursery regards snack and meal times as an important part of the Nursery's session as it represents a social time for children and adults and helps children to learn about healthy eating.

When preparing food and drink, staff will be mindful of the provisions of the Hygiene policy so as to ensure that the safety of staff and children is paramount. In addition to these provisions, staff will be careful to ensure both the safety of themselves and children when using sharp or dangerous equipment in food and drink preparation.

The Manager and staff are mindful of their responsibilities and obligations under the Food Safety Act 1990. The Nursery is registered with the local authority to provide food (snacks, lunch is provided by parents). All staff who either handle or prepare food have up to date Food Handling Certificates and are fully trained in food storage, preparation, cooking and food safety.

As part of a child's settling in period, the Nursery requires that the parents and carers complete the Child Information, Emergency contacts & 'Permissions' Form, including information about any special dietary requirements or allergies the child suffers from, along with their food and drink preferences. The Manager and staff will ensure that food and drink offered to children takes account of this information so as to safeguard their health, and meet – as far as possible – their particular preferences.

No child will ever be forced to eat or drink something against their will and the withholding or granting of food and drink will never be used as either a punishment or reward.

Children are offered food at least every three hours.

Parents providing packed meals will be advised about safe storage.

Milk provided for children is whole and pasteurised.

The Nursery is a nut free zone so we ask parents to avoid including foods containing nuts in lunch bags.

### **Healthy Eating**

The Nursery recognises the importance of healthy eating and a balanced and nutritious diet.

Because of this, the Nursery will endeavour to provide a variety of nutritious snacks, avoiding large quantities of fat, sugar, salt, additives, preservatives and colourings. We will also make available vegetarian and vegan options and plenty of fruit.

The Nursery will not regularly provide sweets for children and will avoid excessive amounts of fatty or sugary foods. The Nursery will provide a choice of sugar-free drinks or milk and make sure that fresh drinking water is available at all times.

Children are made aware that there is always water to drink during morning and afternoon registration.

**Cultural and Religious Diversity** The Nursery and its staff are committed to embracing the cultural and religious diversity of the families who use our services. The Manager and staff will work with parents/carers to ensure that any particular dietary requirements are met. The Nursery is also keen to help introduce children to different religious and cultural festivals and events through different types of food and drink.

### **Fire Safety**

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Our Nursery understands the importance of vigilance to fire safety hazards. The Nursery has an up to date fire certificate and notices explaining the fire procedures are positioned next to every fire exit. All staff, students, volunteers and children are aware of the fire safety procedures set out in this policy.

All staff are aware of the location of all fire exits, the fire assembly point and where fire safety equipment is stored. Particular attention is paid to distinguishing between the various types of fire extinguisher and their methods of operation. (Refer to website [www.hse.gov.uk](http://www.hse.gov.uk))

Children will be made aware of the fire safety procedures during their settling in period and on

regular occasions from then on. All children will be made aware of the location of fire exits and the fire assembly point.

Fire doors and fire exits are clearly marked, are not obstructed at any times, and are easily opened from the inside.

Fire exits are kept closed at all times but never locked, during the session. Fire extinguishers and fire alarm systems are regularly tested in accordance with manufacturers' guidance.

The manager is appointed as designated Fire Safety Officer who will be responsible for arranging fire drills and tests. Fire drills will take place periodically and the Nursery will hold fire drills without prior warning and the frequency will be identified in the Nursery's 'Fire Risk Assessment'.

All fire drills, fire incidents and equipment checks will be recorded.

#### Fire Prevention

The Nursery will take all steps possible to prevent fires occurring. As such, the Manager and the staff team are responsible for:

- \*Ensuring that power points are not overloaded with adaptors.
- \*Ensuring that the Nursery's Smoking, Alcohol and Drugs Policy is always observed.
- \*Checking for frayed or trailing wires.
- \*Checking that fuses are replaced safely.
- \*Storing any potentially flammable materials safely.
- \*Ensuring all waste is removed daily.

The Manager will explain fire safety procedures to new staff, students and volunteers, as part of the induction process.

In the event of a fire

1. On hearing the whistle or when the smoke detector is set off all children and staff must stop whatever they are doing and calmly make their way to the Fire Exit by the babies' area or the main entrance (depending on where the fire is).
2. The Deputy will be waiting for the children by the exit. Any PEEP staff or children need to be at the front of the line. A fire evacuation trolley will be set up for babies and children that needs it.
3. Natalie Sandom/Hattie Jeffreys the Fire Marshals to collect the phone and Emergency pack (if safe to do so). Call 999 and informs the memorial centre manager when possible, in Natalie's absence the allocated person will do the actions.
4. The Manager or allocated person to collect the register.

5. The responsible person to do the final check of the toilet area and main room and to close all doors.
6. The Deputy will lead everyone out to the assembly point – to the far side of the memorial centre car park (if it is ever deemed that this area not safe, children will be taken to the bandstand on the recreational ground).
7. The register will be taken.
8. Once we have received the all clear from the responsible person, the fire marshal or the Manager of the memorial centre we will calmly make our way back into the nursery.
9. The responsible person must record the fire drill in the Fire Safety Log Book and incident book.

Critical and Emergency Plan- in the case of an actual fire

The Fire Marshal to talk to the Fire Fighters on arrival:

1. All Clear?
2. Where is the fire?
3. What is on fire?
4. All the members of staff to escort the children to the fire assembly point in the car park or when necessary the band stand on the recreational green.
5. Manager to call all parents to inform them of the situation and to collect their children immediately (if necessary).
6. If a parent or guardian cannot be contacted the 2 staff members will remain in a safe place with the child.

Designated Fire Marshal: Natalie Sandom

Fire Responsible Person: Natalie Sandom

## **Health, Illness and Emergency**

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Our Nursery is committed to encouraging and promoting good health and to dealing efficiently and effectively with illnesses and emergencies that may arise while children are in our care.

### **Illness**

Parents are asked to keep their child at home if they have any infection or illness, and to inform the Nursery as to the nature of the infection. This will also enable the Nursery to alert other parents as

necessary and to make careful observations of any child who seems unwell.

Parents are asked to bring into the Nursery any child who has been vomiting or had diarrhoea until at least 48 hours has elapsed since the last attack.

If the children of nursery staff are unwell, the children will not accompany their parents/carers to work at Nursery.

Cuts or open sores, whether on adults or children, will be covered with sticking plaster or other dressing.

First Aid Under duties set out in the Health and Safety (First Aid) Regulations 1981, the Nursery recognises its responsibilities in providing adequate and appropriate equipment, facilities and personnel to enable suitable first aid to be given at the Nursery.

The Nursery has a designated member of staff responsible for First Aid. This person has an up to date First Aid certificate. They are responsible for maintaining the correct contents of all First Aid boxes and administering basic First Aid when necessary and appropriate.

The Manager and the designated member of staff will ensure that there is a fully trained First Aider available at all times during sessions at the Nursery. The Manager will be responsible for enabling the members of staff concerned to receive adequate first aid training.

The First Aid box will be accessible at all times and regularly checked to ensure its contents are up to date, in good condition and fulfil the criteria set out in the Health and Safety (First Aid) Regulations 1981. (see [www.hse.gov.uk](http://www.hse.gov.uk) and [www.redcross.org.uk](http://www.redcross.org.uk))

The location of the First Aid box, and the names of any other qualified first-aiders, will be clearly displayed around the Nursery's premises.

A First Aid box will be taken on all off site visits or outings. This is the responsibility of the designated First Aider, or where this is not possible, the Manager.

In the Event of a Major Accident, Incident or Illness The Nursery requests that parents/carers complete and sign the Child Information & 'Permissions' Form, enabling the Manager or any member of staff so empowered, to seek emergency medical advice or treatment for their child in the event of a major accident, incident or illness occurring at the Nursery.

In such an event, the following procedures will apply:

\*In the first instance, the First Aider will be notified and take responsibility for deciding upon the appropriate action.

\*The First Aider will assess the situation and decide whether the child needs to go straight to hospital or whether they can safely wait for their parent/carer to arrive.

\*If the child needs to go straight to hospital, an ambulance maybe called. The parent/carer will also be contacted. A member of staff will accompany the child to the hospital and will take with them the Child Information & 'Permissions & Form.

\*If the child does not need to go straight to hospital but her/his condition means s/he should go home, the parent/carer will be contacted and asked to collect their child. In the meantime, the child will be made as comfortable as possible and be kept under close supervision (from this point on, the provisions of the Nursery's Infectious and Communicable Diseases policy, if appropriate, will govern the child's return to the Nursery).

\*Parents/carers will be made fully aware of the details of any incidents involving their child's health and safety, and any actions taken by the Nursery and its staff.

\*Parents/carers will be made aware if their child is involved in an incident where a head injury occurs.

\*All such accidents or incidents will be recorded in detail and logged in the Incident Record Book or the Accident Record Book. Parents/carers will be asked to sign in the relevant section of the book to acknowledge the incident or accident and any action taken by the Nursery and its staff.

\*The Manager and other relevant members of staff should consider whether the accident or incident highlights any actual or potential weaknesses in the Nursery's policies or procedures, and act accordingly, making suitable adjustments where necessary.

#### Allergies and allergic reactions

At Little Angels Nursery we are aware that children can have allergies which may cause allergic reactions. We will follow this policy to ensure allergic reactions are minimised or where possible prevented and staff are fully aware of how to support a child who may be having an allergic reaction.

\*Staff will be made aware of the signs and symptoms of a possible allergic reaction in case of an unknown or first reaction in a child. These may include a rash or hives, nausea, stomach pain, diarrhoea, itchy skin, runny eyes, shortness of breath, chest pain, swelling of the mouth or tongue, swelling to the airways to the lungs, wheezing and anaphylaxis.

\*Information will be passed on by parents from the registration form regarding allergic reactions and allergies and must be shared with all staff in the nursery.

\*An allergy register will be kept in the manager's office and a note on the white board in the

nursery.

\* The nursery manager must carry out a full Allergy Risk Assessment Procedure with the parent prior to the child starting the nursery. The information must then be shared with all staff.

\*All food prepared for a child with a specific allergy will be prepared in an area where there is no chance of contamination and served on equipment that has not been in contact with this specific food type, e.g. nuts.

The manager, child's key worker and parents will work together to ensure a child with specific food allergies receives no food at nursery that may harm them. This may include notifying all parents that we have a child with allergies and to avoid adding items to their own child's lunch box.

\*IF a child has an allergic reaction a first aid trained member of staff will act quickly and administer the appropriate treatment. Parents must be informed and it must be recorded in the incident book

\*if this treatment requires specialist treatment, e.g. an EpiPen, then at least two members of staff working directly with the child and the manager will receive specific medical training to be able to administer the treatment to each individual child A sick child above all needs their family; therefore every effort should be made to contact a family member as soon as possible.

\*If the allergic reaction is severe a member of staff will summon an ambulance immediately. We WILL NOT attempt to transport the sick/injured child in our own vehicles Whilst waiting for the ambulance, we will contact the emergency contact and arrange to meet them at the hospital if they are unable to get to the nursery in time, the child will never be without a member of staff. A senior member of staff must accompany the child and collect together registration forms, relevant medication sheets, medication and child's comforter Staff must remain calm at all times; children who witness an allergic reaction may well be affected by it and may need lots of cuddles and reassurance.

\* All incidents will be recorded, shared and signed by parents at the earliest opportunity.

Ofsted will be informed about:

\*any significant changes or events.

\*any communicable diseases as defined by the Health Protection Agency.

\*any food poisoning affecting two or more children looked after on the premises or any child having a serious disease on the premises.

In the Event of a Minor Accident, Incident or Illness

\*In the first instance, the designated First Aider will be notified and take responsibility for deciding

upon any appropriate action.

\*If the child does not need hospital treatment and is judged to be able to safely remain at the Nursery, the First Aider will remove the child from the activities and, if appropriate, treat the injury/illness themselves.

\*If and when the child is feeling sufficiently better, they will be resettled into the activities, but will be kept under close supervision for the remainder of the session.

\*At the end of the session, the First Aider will fully inform the parent/carer of the incident or accident and any treatment given. All such accidents and incidents will be recorded in detail and logged in the Incident Record Book or the Accident Record Book and parents/carers should sign to acknowledge the record and any action taken.

\*If the injury or illness incurred is such that treatment by the First Aider is deemed inappropriate, but does not warrant hospitalisation, the parent/carer will be contacted immediately and asked to collect their child. Until the parent/carer arrives, the child will be kept under close supervision and as comfortable as possible (from this point on, the provisions of the Nursery's Infectious and Communicable Diseases policy, if appropriate, will govern the child's return to the Nursery).

\* The manager and staff team should consider whether the accident or incident highlighted any actual or potential weaknesses in the Nursery's policies or procedures, and make suitable adjustments if necessary.

## Medication

\*In circumstances where the designated First-Aider is absent, the Manager will assume all responsibilities, or nominate an appropriately trained replacement.

\*Wherever possible, children who are prescribed medication should receive their doses at home. If it is necessary for medication to be taken during sessions at the Nursery, Parents/carers and staff should discuss such situations at the earliest possible opportunity and decide together on the best course of action.

\*Staff may only administer medication to the child if it is prescribed by a GP, and if the request to do so is from the child's parent or carer and is given in writing at the start of a session, stating the child's name, frequency and dosage. Parents/carers can make such a request by completing and signing the Administering Medication Form.

\* The Nursery may decline a request, from a parent/carer, until appropriate training has been undertaken, particularly if this involves technical knowledge.

\*If the administration of prescribed medication requires medical knowledge, individual training is provided for the relevant member(s) of staff by a qualified health professional. The training is specific to the individual child concerned.

The procedure for administering medication at the Nursery is as follows: Medication will never be given without the prior written request of the parent/carer and a written and signed instruction from the child's GP or other health professional, as identified on the pharmacy label. This will identify the frequency, dosage, and any other pertinent information. A member of staff will be assigned to administer medication for each individual child concerned. They will also be responsible for ensuring that:

\*prior consent is arranged.

\*all necessary details are recorded.

\*that the medication is properly labelled and safely stored during the session.

\*another member of staff acts as a witness to ensure that the correct dosage is given.

\*parents/carers sign in the Medication Record Book to acknowledge that the medication has been given.

\*full details of all medication administered at the Nursery, along with all Administering Medication Forms, are recorded and stored in the Medication Record Book.

If for any reason a child refuses to take their medication, staff will not attempt to force them to do so against their wishes. If and when such a situation occurs, the Manager and the child's parent/carer will be notified, and the incident recorded in the Medication Record Book.

Staff will not administer 'over the counter' medication, only that prescribed by the child's GP.

If there is any change in the type of medication – whether regarding dosage or other changes to the information given on the Administering Medication Form – a new form must be completed.

With regard to the administration of life saving medication, such as insulin/adrenalin injections or the use of nebulisers, the position will be clarified by reference to the Nursery's insurance company.

If specialist knowledge is required, staff involved in administering will receive training from a qualified professional.

Where children carry their own medication (asthma pumps or insulin for example), the Nursery staff hold onto the medication until it is required. This is to minimise possible loss of medication and to ensure the safety of the child in question and other children at the Nursery. Inhalers should always be labelled with the child's name.

## Sun Protection

The Manager and staff understand the dangers posed to children and themselves by over exposure to the sun.

In hot weather, parents/carers are encouraged to provide sunscreen for their children. A store of sun protection should also be kept on the premises. Children will also be encouraged to wear a hat when playing outside in the sun.

When deemed necessary, staff may apply sunscreen to children who cannot do so for themselves, where prior permission has been given by the parent/carer on the Child Information & 'Permissions' Form.

In hot weather, staff will make sure there is a regular supply of water available to children at all times. Staff will encourage children to drink water frequently. Staff should also ensure that shady areas out of the sun are always available to children when playing outside.

During colder weather the parents are asked to provide suitable outdoor clothing. The Nursery has a supply of spare hats and gloves if necessary. Children have limited time outside in freezing conditions.

### **Closing the Nursery in an emergency**

In very exceptional circumstances, the Nursery may need to be closed at very short notice due to an unexpected emergency. Such incidents could include:

- \*Serious weather conditions (combined with heating system failure).
- \*Burst water pipes.
- \*Discovery of dangerous structural damage.
- \*Fire or bomb scare/explosion.
- \* Death of a member of staff.
- \*Serious assault on a staff member by the public.
- \*Serious accident or illness.
- \*Staff shortages/unable to meet the ratios.

In such circumstances, the Nursery and staff will ensure that all steps are taken to keep both the children and themselves safe. All staff and children will assemble at the pre-arranged venue, where a register will be taken. Steps will then be taken to inform parents/carers and to take the necessary actions in relation to the cause of the closure. All children will be supervised until they are safely

collected.

Ofsted will be informed about any significant changes or events. Our designated first aider is:

Natalie Sandom/ Hattie Jeffreys – Manager,

However, all qualified staff are paediatric first aid trained.

#### Recording Accidents, Incidents and Dangerous Occurrences

All accidents, incidents and dangerous occurrences will be recorded in either the Incident Record Book or the Accident Record Book on the same day as the event took place. Records will be used to inform or change practice to ensure accidents and incidents in the Nursery are minimised.

Records must contain:

- The time, date and nature of the incident, accident or dangerous occurrence - Details of the people involved. - The type, nature and location of any injury sustained. - The action taken and by whom - The signature of the member of staff who dealt with the event, any witnesses and a countersignature by the parent/carer of the child or children involved.

Staff should inform the parents/carers of the children or children concerned at the end of the session in which the accidents, incidents and dangerous occurrence took place. Where possible, the information will be passed on at the earliest possible opportunity.

Ofsted will be informed of any serious accidents, incidents and dangerous occurrences involving a child or member of staff whilst at Nursery.

## Hygiene

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Our Nursery recognises the importance of maintaining the highest possible standards of hygiene in and around the premises so as to minimise the risks posed to children, staff and other visitors.

The Manager and staff are committed to taking all practicable steps to prevent and control the spread of infectious germs, and to uphold high standards of personal hygiene in order to minimise the risk of catching or spreading infections.

Personal Hygiene In all circumstances, staff will adhere to the following examples of good personal hygiene:

- Washing hands before and after handling food or drink.
- Helping children to use the toilet and washing hands afterwards.

- Encouraging children to adopt these same routines.
- Covering cuts and abrasions while at the premises.
- Keeping long hair tied back when preparing food.
- Taking any other steps that are likely to minimise the spread of infections.

#### Hygiene in the Nursery

The Manager and all staff will be vigilant to any potential threats to good hygiene in the Nursery. To this end, a generally clean and tidy environment will be maintained at all times. More specifically, the Manager will ensure that toilets are cleaned daily and that there is always an adequate supply of soap and hand drying facilities for both staff and children.

#### Dealing with Spillages

Spillages of substances likely to result in the spread of infections will be dealt with rapidly and carefully. Blood, vomit, urine and faeces will be cleaned up immediately and disposed of safely and hygienically. Staff will wear disposable plastic gloves and an apron while using bleach or disinfectant solution, and wash themselves thoroughly afterwards. Children will be kept well clear while such substances are being dealt with.

#### **First Aid and Hygiene**

Further to the provisions set out in the Health, Illness and Emergency policy, the designated First Aider will be mindful of the need to observe the highest standards of personal hygiene when administering any treatment to children. As such, they will wash their hands thoroughly both before and after giving first aid, and ensure that any cuts, wounds or skin damage are covered by plasters or disposable gloves.

**Kitchen Hygiene** All areas where food and drink are stored, prepared and eaten are prone to the spread of infections. Therefore, staff must be particularly careful to observe high standards of hygiene in such instances. To this end the following steps will be taken:

- \*Waste will be disposed of safely and all bins will be kept covered.
- \*Food storage facilities will be regularly and thoroughly cleaned.
- \*Kitchen equipment will be thoroughly cleaned after every use.
- \*Staff and children will wash and dry their hands thoroughly before coming into contact with food.
- \*If cooking is done as an activity, all surfaces and equipment involved will be thoroughly cleaned before and after the session.

Additionally, staff will be aware of the provisions set out in the Food and Drink policy when handling,

preparing, cooking and serving food or drink at the Nursery.

## Animals

Animals are occasionally brought into the Nursery, as part of the programme of activities, and on liaison with the Manager. Children are strongly discouraged from bringing pets or other animals to the Nursery premises and parents/carers are asked to help enforce this. Animals are not allowed on the premises at other times, and the Manager will be informed immediately if this occurs.

## Inclusion

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Our Nursery is aware that some children and young people have specific needs that may require particular support and assistance. We are committed to taking appropriate action to make sure that all children and young people are able to access our services, made to feel welcome, and that our activities promote their welfare and development.

The Nursery is committed to the inclusion of all children and young people in its care. The Nursery also believes that disabled children and young people have a right to play, learn and be able to develop to their full potential alongside non-disabled children. We will work towards removing barriers so that disabled children and young people have access to the same facilities, activities and play opportunities as their peers.

The policies, procedures and practices of the Nursery in relation to disabled children and young people are consistent with current legislation and guidance. This includes the Disability Discrimination Act 1995.

The Nursery believes that by identifying individual needs and working with parents/carers and other statutory professionals or agencies, all children and young people should be able to play a full, active and equal part in the Nursery's activities.

The Nursery can accommodate a 10% ratio of SEN children on the register at any one time. (Please see admissions policy for more information)

An annual review of the Inclusion Policy will be undertaken and will involve children, young people and parents/carers in its evaluation.

### Inclusion Co-ordinator

The manager will appoint a member of staff as the Inclusion Co-ordinator with overall responsibility

for promoting the inclusion of disabled children and young people in the provision. The Coordinator will be trained in inclusion.

All members of staff will be expected to support the Inclusion Co-ordinator in working with disabled children and young people.

The Inclusion Co-ordinator's responsibilities will include:

- \*Working alongside the Manager to ensure that all staff are aware of the legislation, regulations and other guidance on working with disabled children and young people.

- \*Working with the manager to ensure that all staff who work with disabled children and young people have appropriate skills and attend Disability Equality/Awareness training.

- \*Assessing each child's/young person's specific needs and adapting the Nursery's facilities, procedures, practices and activities as appropriate.

- \*Ensuring that systems are in place to adequately plan, implement, monitor, and evaluate the Inclusion Policy.

- \*Ensuring that disabled children and young people are fully consulted when activities are being planned and prepared.

- \*Liaising with parents/carers about the needs of their child/young person and the plans and actions of the Nursery, as well as being the point of contact for parents/carers.

- \*Liaising with other professionals and agencies, seeking advice, support and training for themselves and other staff as necessary to meet the needs of the children attending.

- \*Providing resources (human and financial) to implement our Inclusion Policy; for example, making use of the Inclusion Support Scheme and Community Chest Fund which aim to promote inclusion and remove the barriers to play, childcare and leisure for disabled children and young people.

- \*Supporting other members of staff to become more confident and skilled in responding to the needs of disabled children and young people.

- \*Ensuring that all children and young people are treated with equal concern and respect and are encouraged to take part in all activities.

- \*Ensuring the privacy of disabled children and young people when personal care is being provided.

- \*Making the environment welcoming to all children and young people by displaying pictures and having resources that reflect disabled people's lives as part of the whole community.

- \*Supporting staff to use positive language and explaining why terminology is used. The terms "disabled children" and "non-disabled" are used rather than "special needs" and "normal" or "able bodied".

\*Addressing discriminatory language or behaviour in a sensitive manner with any adults or children/young people involved.

## **Infectious and Communicable Diseases**

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Our Nursery is committed to the health and safety of all children and staff who play, learn and work here. As such, it will sometimes be necessary to require a child who is unwell to be collected early from a session or be kept at home while s/he gets better. In such cases, the provisions of the Health, Illness and Emergency policy will be implemented.

In accordance with the procedures set out in the Health, Illness and Emergency policy, parents/carers will be notified immediately if their child has become ill and needs to go home. Children who are unwell will be comforted, kept safe and under close supervision until they are collected.

Please see our Covid 19 policy for all covid related procedures ( additional policies at the end of our policies).

If a child has had to go home prematurely due to illness, they should remain at home until they are better for at least 24 hours, (48 hours for sickness and diarrhoea) If a member of staff is ill, similar restrictions on their return will apply.

If a child or member of staff becomes ill outside Nursery hours, they should notify the Nursery as soon as possible. The minimum exclusion periods, as defined by the Health Protection Agency, will then come into operation.

If any infectious or communicable disease is detected on the Nursery's premises, the Nursery will inform parents/carers personally in writing as soon as possible. The Nursery is committed to sharing as much information as possible about the source of the disease and the steps being taken to remove it. Ofsted will also be informed of any infectious or communicable diseases as defined by the Health Protection Agency.

Ofsted will be notified of any food poisoning affecting 2 or more children looked after on the premises, any child having meningitis or the outbreak on the premises of any notifiable disease identified as such in the Public Health (Control of Disease) Act 1984 or because the notification requirement has been applied to them by regulations (the relevant regulations are the Public Health

(Infectious Diseases) Regulations 1988) (see [www.hpa.org.uk](http://www.hpa.org.uk)).

Head lice When a case of head lice is discovered at the Nursery, the situation will be handled carefully and sensitively. The child concerned will not be isolated from other children, and there is no need for them to be excluded from activities or sessions at the Nursery.

When the child concerned is collected, their parent/carer will be informed in a sensitive manner.

Other parents/carers will be informed as quickly as possible in writing, including advice and guidance on treating head lice.

Staff should check themselves regularly for head lice and treat whenever necessary.

### **Involving and Consulting Children**

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Our Nursery, and all its members of staff, are committed to the principle of involving and consulting children whenever decisions are made within the Nursery that affect them.

The Nursery believes that actively promoting the participation of children in decision making processes is beneficial to children, staff and the Nursery as a whole.

The Nursery's commitment to involving and consulting children stems from the 'listening to children' provisions set out in Articles 12 and 13 of the United Nations Convention on the Rights of the Child.

These state that:

\*A child's opinion should be taken into account in anything that affects them.

\*Children should have information disseminated in a way that enables them to make choices and decisions.

For children, involvement and consultation helps them to develop new skills such as negotiating, sharing and understanding the perspectives of others. It helps them to understand how decisions are made, and recognises that their opinions are important.

For both staff and the Nursery, there are multiple benefits of such an approach such as improved behaviour, a relationship with children based on partnership, a more cohesive environment and activities and decisions that children feel a sense of ownership over.

Listening to what they say in speech and other forms of communication.

\*Observing body language and behaviour.

\*Drama and role-play.

- \*Through play and creative expression and the use of visual aids.
- \*Via regular group based discussions and Q and A sessions.
- \*A suggestions box.
- \*Questionnaires and other regular feedback on activities.
- \*Notice boards that carry important information about activities at the Nursery.
- \*Regular children's meetings, between children and staff, discussing the Nursery's activities and any other relevant topics.

Age, maturity and the type of decision being made will determine the extent and nature of children's involvement. However, the emphasis should always be strongly in favour of involving children. Consultation and involvement will be regularly monitored and acted upon so that children are able to see that their input has led to visible outcomes. The Nursery and its staff will also be clear about what decisions children will be involved in an attempt to offer clear explanations if and when consultation and involvement are deemed inappropriate.

### **Lost or Uncollected Child**

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Our Nursery has the highest regard for the safety of the children in our care. Staff will always be aware of the potential for children to go missing during sessions.

#### **Lost Child**

Even when all precautions are properly observed, emergencies can still arise. Therefore staff will undertake periodic head counts, especially at the transition points between sessions (in addition to the registration procedures set out in the Arrival and Departures policy). If for any reason a member of staff cannot account for a child's whereabouts during a session at the Nursery, the following procedure will be activated:

- \*The member of staff in question will inform both the Manager and the rest of the staff team that the child is missing and a thorough search of the entire premises will commence. Staff will be careful not to create an atmosphere of panic and to ensure that the other children remain safe and adequately supervised.
- \*The Manager will nominate a member of staff to search the area surrounding the premises. All staff will be extra vigilant to any potentially suspicious behaviour or persons in and around the Nursery.

\*If after 15 minutes of thorough searching the child is still missing, the Manager will inform the police and then the child's parent/carer.

\*While waiting for the police and the parent/carer to arrive, searches for the child will continue.

During this period, staff will maintain as normal a routine as is possible for the rest of the children at the Nursery.

\*The Manager will be responsible for meeting the police and the missing child's parent/carer. The Manager will co-ordinate any actions instructed by the police, and do all she/he can to comfort and reassure the parents/carers.

\*Once the incident is resolved, the manager and the staff team will review relevant policies and procedures and implement any necessary changes (paying particular note to the relevant provisions of the Nursery's Site Security and Risk Assessment policies).

\*All incidents of children going missing from the Nursery will be recorded in the Incident Record Book, and in cases where the police or the Children & Families Assessment Team have been informed, Ofsted will also be informed, as soon as is practicable.

Our Nursery has the highest regard for the safety of the children in our care – from the time they arrive until they leave.

### **Uncollected Child**

At the end of every session, the Nursery will ensure that all children are collected by a parent, carer or designated adult, in accordance with the Arrivals and Departures policy. If for some reason a child is not collected at the end of a session, the following procedures will be activated.

\*If a parent, carer or designated adult is more than 15 minutes late in collecting their child, the Manager will be informed.

\*The Manager will call the parent, carer or designated adult, and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answer phone requesting a prompt reply.

\*While waiting to be collected, the child will be supervised by a member of staff who will offer them as much support and reassurance as is necessary.

\*If, after repeated attempts, no contact is made with the parent, carer or designated adult, and a further period of 30 minutes has elapsed, the Manager will call our local Children's services.

\*In the event of children's services being called, the Manager will attempt to leave a further

telephone message with the parent/carer or designated adult's answer phone, where available. If the child is taken from the Nursery to a place of safety, a note in an envelope, for the parent/carer or designated adult will be left on the door of the Nursery's premises. The note will reassure them of their child's safety and ask them to call the Nursery's mobile phone number or children's services.

\*Under no circumstances will a child be taken to the home of a member of staff, or away from the Nursery's premises unless absolutely necessary.

\*The child will remain in the care of the Nursery until they are collected by the parent, carer or designated adult, or until alternative arrangements are initiated by children's services.

\*Incidents of late collection will be recorded by the Manager and discussed with parents/carers at the earliest opportunity. Parents and carers will be informed that persistent late collection may result in the imposition of a fine or the loss of their child's place at the Nursery.

\*Ofsted may be informed.

## **Partnership with Parents and Carers**

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Our Nursery recognises that parents/carers play the fundamental role in a child's development and this should be acknowledged as the basis for a partnership between the Nursery and parents/carers.

The staff team is committed to working in partnership with parents/carers to provide high quality, safe and stimulating care, learning and play opportunities for children. The Nursery aims to achieve this by:

\*Ensuring that parents/carers are made to feel welcome and valued in all dealings with the Nursery.

\*Maintaining a dialogue with parents to improve the Nursery's knowledge of the needs of their children and to support their families;

\*Informing all parents about how the Nursery is run and its policies through access to written information and through regular informal communication. We check to ensure parents understand the information that is given to them;

\*Ensuring that parents'/carers' concerns are always listened to by the Nursery whenever they are raised. The Nursery will ensure that parents/carers receive a prompt response from the Nursery.

\*Making all information and records held by the Nursery on a child available to their parents/carers,

unless it is subject to investigation by the police or other statutory agencies.

\* Encouraging parents/carers to comment on the Nursery's policies and procedures and consulting them on a regular basis about the activities that are planned and provided for their children.

\*Ensuring that there are regular opportunities for parents/carers to meet with staff and discuss their child's progress and any problems that they might be encountering.

\*Ensuring that any complaints from parents/carers are dealt with swiftly and effectively in accordance with the provisions of the Complaints policy.

\*Encouraging parents/carers to undertake supportive roles in the Nursery, such as volunteering for roles on the committee or participating in activities, visits or outings.

\*Encouraging parents/carers to help in the running of the Nursery, including becoming involved in its management committee where appropriate.

\*Providing parents/carers with formal and, if necessary, confidential means to comment on the work of the Nursery.

\*Informing parents of the date of an inspection, where Ofsted has notified the Nursery in advance.

\*Ensuring parents are provided with copies of the inspection report within 5 working days of receiving the report

\*Keeping parents/carers up to date with any changes in the operation of the Nursery, such as alterations to the opening times or fee levels.

In compliance with the welfare requirements, the following documentation is in place:

\*written information about the Nursery, for example its admissions policy, hours, contact information, staffing, routines;

\*complaints policy;

\*complaints log; and

\*activities provided for children.

## **Personal Care**

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Children and their families should not be excluded, or treated less favourably, because they have personal care needs – for example wearing nappies, having occasional “accidents” or needing ongoing support with personal care. We will work to ensure that every child and young person

can easily access play experiences in our Nursery.

We believe that children are entitled to have personal care needs met by people they know and trust and their dignity and privacy is very important to us.

We believe that parents/carers are entitled to:

- \*Be consulted about their child's personal care, to ensure that it is sensitive to the family's culture, and matched to the child's needs
- \*The assurance that their child will, whenever possible, only receive personal care from people who know her/him well
- \*Support in managing "toilet training".

We believe that staff are entitled to guidance or training to enable them to:

- \*Listen to children's preferences regarding personal care, and respect their rights to privacy and dignity.
- \*Meet children's individual needs
- \*Protect children and themselves from infection or inappropriate handling
- \*Feel informed and confident about their responsibilities for personal care with regard to current guidance and legislation.

The Management is responsible for ensuring that changing areas are appropriately adapted and equipped.

The following procedures will apply to changing a child's nappy:

- \*Parents will be asked to sign for permission for Nursery staff to change their child's nappy or clothing when necessary, e.g. should they get wet or soiled.
- \*All staff permitted to change a child's clothing or nappy will hold an enhanced DBS certificate.
- \*Staff will inform a colleague when leaving the area to change a child.
- \*All children will be changed where the baby change unit is situated.
- \*Single use disposable gloves and aprons will always be worn to change a nappy.
- \*The changing mat will be washed with antibacterial spray after every use.
- \*Disposable nappies, gloves and aprons will be put in nappy bin provided and disposed of/emptied daily.

Soiled nappies will be disposed of, unless they are reusable. If a parent uses reusable nappies their wishes will be accommodated to ensure continuity for the child and for environmental reasons.

The nursery aims to maintain a partnership with all parents and this is a really important partnership

when a child is being trained in personal care. Parents will be asked for information about their child's progress in the area of personal care and plans for future development should be agreed.

## **Physical Environment**

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Our Nursery is committed to providing children with a stimulating and safe environment. We will do all we can to make our premises welcoming and friendly to children, their parents/carers and any other visitors.

The Nursery's premises are safe, secure and adequately spacious for its purpose. The environment and atmosphere of the Nursery are welcoming to children and offer access to the necessary facilities for a broad and varied play experience.

The Nursery is committed to taking every possible step to ensure that all children have equal access to facilities, activities and play opportunities. (See the Equality and Diversity Policy).

The Nursery's premises comply with all the requirements of the Disability Discrimination Act 1995 and all other relevant regulations and guidance.

The Manager is responsible for ensuring that the Nursery's premises are clean, well lit, adequately ventilated and maintained at an appropriate temperature. Daily risk assessments are carried out, in accordance with the Risk Assessment policy, to ensure that the facilities are maintained in a suitable state of repair and decoration.

During the opening hours, the hall is used solely by the Nursery, its staff and the children, There are however other halls ion the building that are used regularly.

The Nursery will do all it can to maintain an open room layout, allowing children to choose from a variety of play opportunities. All children will have adequate space to play and interact freely.

There is adequate space for storing the Nursery's equipment safely and securely.

Under normal circumstances, staff will ensure that there is one toilet and one washbasin with hot and cold water available for every 10 children, ensuring an adequate balance between male and female facilities.

Members of staff will have access to a telephone on the Nursery's premises at all times (The nursery mobile phone, no staff are to use their own mobile phones whilst working in the nursery).

## **Outdoor Play**

Any outdoor play will take place in safe secure and well-supervised spaces. Before any outdoor activities commence, a thorough safety check and risk assessment will take place.

Outdoor play will take place in our secure garden area throughout the day and on children's requests when ratios can be adhered to. In addition to the use of our garden we may with parents consent use other public outdoor areas following a risk assessment, this may include transport in our Nursery minibus.

Children are encouraged to enjoy and explore outdoor activities on and off site this also enables disadvantaged children to have the same experiences and opportunities as their peers.

## **Risk Assessment**

We understand the importance of ensuring that systems are in place for checking that our Nursery is a safe and secure place for children, staff and other visitors. Our risk assessment procedures are part of a continuous process to prevent any dangerous incidents taking place. They are the responsibility of all staff as part of their daily duties.

In accordance with our duties under the Management of Health and Safety at Work Regulations 1999, the Nursery is required to undertake regular risk assessments and take any necessary action to minimize any risk identified from these assessments.

Risk assessments shall be carried out on the following:

- \*Building - to include Fire, use of facilities/equipment, maintenance, food safety (where deemed necessary)

- \*Employees – to include exposure to activities involving children, manual handling, use of display screen equipment, use of chemicals, dealing with members of the public (where appropriate).

- \*Children – to include activities carried out by children both inside and outside the Nursery. This also includes any excursions off of the Nursery premises. The Manager is responsible for making sure that risk assessments are completed, recorded and effectively monitored. Reviews are conducted on a periodic basis or when there has been a significant change to any equipment or resources, any change to the Nursery's premises, or when the particular needs of a child or other visitor necessitates this.

The Manager is further responsible for conducting any necessary reviews or making changes to the Nursery's policies or procedures in the light of any potential risks that they or other members of staff discover.

Further to risk assessments being carried out and control measures implemented a visual inspection of both the equipment and the entire premises both indoors and outdoors will be carried out daily. This will, ordinarily, be carried out by a designated member of staff on arrival at the Nursery and will be completed before any children arrive.

During the session, staff will be vigilant and continuously aware of any potential risks to health and safety arising from:

\*The Nursery's environment, both indoors and outdoors.

\*All surfaces/edges etc, both indoors and outdoors.

\*All equipment used by children or staff.

On discovering a hazard, staff will take all steps necessary to making themselves and any other people potentially affected safe. They will then notify the Manager and ensure that a record is made in the Incident Record Book.

The Manager is then responsible for ensuring that any necessary remedial action is taken.

### **Safeguarding and Welfare**

Our Nursery believes that children have the right to be secure from both the fear and reality of abuse, and we are committed to protecting all the children in our care from harm. We intend to create an environment in which children are safe from abuse and in which suspicion of abuse is promptly and appropriately responded to. We follow all government guidelines of the prevent duty.

The legal framework for this work is:

Primary legislation

The Children Act 1989, Section 47

Data Protection Act 1998

The Children Act 2004 (Every Child Matters)

The Children (NI) Order

The Children (Scotland) Order

The Childcare Act 2006

Safeguarding Vulnerable Groups Act 2006

Guidance

What to do if you're worried a child is being abused (2006)

The Framework for the Assessment of Children in Need and Their Families (2000)

Working Together to Safeguard Children (revised 2010)

The Common Assessment Framework 2005

Secondary Legislation

Sexual Offences Act (2003)

Criminal Justice and Court Services Act (2000)

Human Rights Act (1999)

Race Relations (Amendment) Act (2000)

Race Relations (Amendment) Act (1976) Regulations

Rehabilitation of Offenders Act 1974

Liaison with other bodies

- We work within the Hampshire Safeguarding Children Board guidelines, all staff have access to the safeguarding staff folder situated within the Nursery document cupboard which outlines contact details for LADO (01962 876364) if you have a concern regarding someone working with children. Information for Hampshire children's services (professional line 01329 225379, public line 0300 555 1384) on interagency referrals including safeguarding concerns surrounding a child.
- We have procedures for contacting the local authority on child protection and safeguarding issues, to ensure that it is easy in any emergency, for the nursery and the Children and Families Assessment Team to work well together.
- We notify Ofsted of any incident or accident and any changes in our arrangements, which may affect the wellbeing of children, we encourage all staff and parents to report any regulatory concern to the Nursery manager and/or Ofsted on 0300 123 1231.
- If a referral is to be made to the local authority Children and Families Assessment Team, we act within their guidance in deciding whether we must inform the child's parents/carers at the same time, Only when we feel the situation is of a serious nature will we have contact with children's services without informing the parents.

### **Staffing and volunteering**

- We provide adequate and appropriate staffing resources to meet the needs of children.
- All applicants for work within the Nursery, whether voluntary or paid, will be interviewed before an appointment is made and will be asked to provide at least Two reference. All appointments will be subject to a probationary period and will not be confirmed unless the Nursery is confident that the applicant can be safely entrusted with children and hold an enhanced DBS check.
- Applicants for posts within the Nursery are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974.
- If an applicant or member of staff is living with a disqualified person (a person no longer allowed to

work with children) it is vital that they inform the Nursery.

\*Candidates are informed of the need to carry out 'enhanced disclosure' checks with the Disclosure Barring Service before posts can be confirmed.

\*Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information.

\*We abide by the regulator's requirements in respect of references and Disclosure Barring Service checks for staff and volunteers, to ensure that no disqualified person or unsuitable person works at the Nursery or has access to the children.

\*We will work in accordance with the requirements of the Independent Safeguarding Authority (ISA).

\*Volunteers do not work unsupervised.

\*We abide by the Safeguarding Vulnerable Groups Act requirements in respect of any person who is dismissed from our employment, or resigns in circumstances that would otherwise have led to dismissal for reasons of child protection concern.

\*The Nursery has a duty to make a referral to the Disclosure and Barring Service where a member of staff is dismissed due to them harming a child or putting a child in risk of being harmed.

\*We have procedures for recording the details of visitors to the Nursery.

\*We have procedures to ensure that we have control over who comes into the Nursery so that no unauthorised person has unsupervised access to the children.

\*We acknowledge that abuse of children can take different forms - physical, emotional, and sexual as well as neglect.

\*When children are suffering from physical, sexual or emotional abuse, or may be experiencing neglect, this may be demonstrated through the things they say (direct or indirect disclosure) or through changes in their appearance, their behaviour, or their play.

\*Where such evidence is apparent, the Manager makes a dated record of the details of the concern and discusses what to do with the designated person(s). The information is stored on the child's personal file.

\*Staff in the Nursery will take care not to influence the outcome either through the way they speak to children or by asking questions of children.

Allegations against staff

\*We ensure that all parents know how to complain about staff or volunteer action within the

Nursery, which may include an allegation of abuse.

\*We follow the guidance of the Hampshire Safeguarding Children Board and the Local Authority Designated Officer when responding to any complaint that a member of staff or volunteer has abused a child.

\*We respond to any disclosure by children or staff that abuse by a member of staff may have taken, or is taking place, by first recording the details of any such alleged incident.

\*We refer any such complaint immediately to the local authority's Children and Families Assessment Team to investigate.

\*We co-operate entirely with any investigation carried out by the Assessment Team in conjunction with the police.

\*We seek guidance from the Local Authority Designated Officer on whether the member of staff should be suspended for the duration of the investigation.

\*We will notify Ofsted of any allegations of serious harm or abuse while a child is in our care.

#### Disciplinary action

\*The Nursery will follow the staff disciplinary procedures contained within the Staffing Policy. The Nursery has a duty to make a referral to the Disclosure and Barring Service where a member of staff is dismissed due to them harming a child or putting a child in risk of being harmed.

#### Training

\*We seek out training opportunities for all adults involved in the Nursery to ensure that they are able to recognise the signs and symptoms of possible physical abuse, emotional abuse, sexual abuse and neglect and so that they are aware of the local authority guidelines for making referrals. The level of training attended will be appropriate to an individual's role and in accordance with OSCB guidelines.

\*We ensure that all staff know the procedures for reporting and recording their concerns in the Nursery.

\*We review the staff training needs during the appraisal process.

#### Play

\* We introduce key elements of child protection into our programme to promote the personal, social and emotional development of all children, so that they may grow to be 'strong, resilient and listened to' and so that they develop understanding of why and how to keep safe.

\*We create within the Nursery a culture of value and respect for the individual, having positive

regard for children's heritage arising from their colour, ethnicity, languages spoken at home, cultural and social background.

\*We ensure that this is carried out in a way that is developmentally appropriate for the children.

### **Disclosures**

Where a child makes a disclosure to a member of staff, that member of staff:

- \*offers reassurance to the child;
- \*listens to the child; and
- \*gives reassurance that s/he will take action.

The member of staff does not question the child

Recording suspicions of abuse and disclosures

Whenever worrying changes are observed in a child's behaviour, physical condition or appearance, a specific and confidential record will be set up, quite separate from the usual on-going records of children's progress and development.

Staff make a record of:

- \*the child's name;
- \*the child's address;
- \*the age of the child;
- \*the date and time of the observation or the disclosure;
- \*an objective record of the observation or disclosure;
- \*the exact words spoken by the child as far as possible (without comment or interpretation, where possible);
- \*the name of the person to whom the concern was reported, with date and time; and
- \*the names of any other person present at the time.

These records are signed and dated and kept in a separate file and will not be accessible to people other than the Manager and designated member of staff.

All members of staff know the procedures for recording and reporting.

Informing parents

- \*Parents are normally the first point of contact.
- \*If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of Hampshire Safeguarding Children Board does not allow this.
- \*This will usually be the case where the parent is the likely abuser. In these cases, the

Police/Children and Families Assessment Team will inform parents.

### **Confidentiality**

\*All suspicions and investigations are kept confidential and shared only with those who need to know. Any information is shared under the guidance of the Hampshire Safeguarding Children Board.

Support to families

\*The Nursery believes in building trusting and supportive relationships with families, staff and volunteers in the group.

\*The Nursery makes clear to parents its role and responsibilities in relation to safeguarding children, such as for the reporting of concerns, providing information, monitoring of the child, and liaising at all times with the local the Children and Families Assessment Team.

\*The Nursery continues to welcome the child and the family whilst investigations are being made in relation to any alleged abuse.

\*We follow the Child Protection Plan as set by the local Children and Families Assessment Team in relation to the nursery's designated role and tasks in supporting the child and the family, subsequent to any investigation.

\*Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child in accordance with the procedure and only if appropriate under the guidance of the Hampshire Safeguarding Children Board.

\*With the proviso that the care and safety of the child must always be paramount, the Nursery will do all in its power to support and work with the child's family.

Prevent abuse by means of good practice

\*Children will be encouraged to develop a sense of autonomy and independence through adult support in making choices and in finding names for their own feelings and acceptable ways to express them. This will enable children to have their self-confidence and the vocabulary to resist inappropriate approaches.

\*Adults will not be left alone for long periods with individual children or with small groups. An adult who needs to take a child aside – for example, for timeout after undesirable behaviour – will leave the door ajar.

\*Adults who have not been registered “fit” persons will not take children unaccompanied to the toilet or change a child's clothing should they become wet or have an accident.

\*The layout of the Nursery permits constant supervision of all children.

\*All mobile telephones are kept securely in the Nursery lockers. The Nursery camera is the only camera that may be used to take photographs of the children. Photographs are only used for Children's profiles and tapestry website for EYFS. If images are used to promote the Nursery on the Website, parents are requested to complete a Photo permission slip.

\*The Nursery believes that in order to protect the privacy of the children who attend our Nursery no photograph or any other type of recording where an individual child can be recognised will be included on our website or any social media website associated with the Nursery without the permission of the child's parent/legal guardian.

\*The Nursery also requests that the parents (or careers or other family members) of our children do not publish any photographs or any other recording onto any public website (including Facebook, Twitter etc.) where any other children attending the Nursery can be identified.

#### Child Sexual Exploitation (CSE)

The sexual exploitation of children and young people under 18 involves exploitative situations, contexts and relationships where young people, (or a third person or persons) receive something, (e.g. food, accommodation, drugs, alcohol, cigarettes, affections, gifts, money) as a result of them performing and/or others performing on them, sexual activities.

Child sexual exploitation can occur through the use of technology without the child's immediate recognition; for example being persuaded to post sexual images on the internet/mobile phones without immediate payment or gain.

In all cases those exploiting the child/young person have power over them by virtue of their age, gender, intellect, physical strength and/or economic or other resources. Violence, coercion and intimidations are common, involvement in exploitative relationships being characterised in the main by the child's or young person's limited availability of choice, resulting from their social/economic and/or emotional vulnerability.

#### Key Facts about CSE

- Sexual exploitation often starts around the age of 10 years old. Girls are usually targeted from age 10 and boys from age 8.
- It affects both girls and boys and can happen in all communities.
- Any person can be targeted but there are some particularly vulnerable groups: Looked after Children, Children Leaving Care and Children with Disabilities.
- Victims of CSE may also be trafficked (locally, nationally and internationally).

- Over 70% of adults involved in prostitution were sexually exploited as children or teenagers. Sexual violence or abuse against children represents a major public health and social welfare problem within UK society, affecting 16% of children under 16. That is approximately 2 million children.

**Good practice – Individuals:**

- Recognise the symptoms and distinguish them from other forms of abuse
- Treat the child/young person as a victim of abuse
- Understand the perspective / behaviour of the child/young person and be patient with them
- Help the child/young person to recognise that they are being exploited
- Collate as much information as possible
- Share information with other agencies and seek advice / refer to Social Care Good practice – Organisations
- Ensure robust safeguarding policies and procedures are in place
- Promote and engage in effective multi-agency working to prevent abuse
- Work to help victims move out of exploitation
- Cooperate to enable successful investigations and prosecutions of perpetrators.

**Female Genital Mutilation FGM**

FGM is child abuse and a form of violence against women and girls, and therefore should be dealt with as part of existing child safeguarding/protection structures, policies and procedures. FGM is illegal in the UK. In England, Wales and Northern Ireland, the practice is illegal under the Female Genital Mutilation Act 2003.

Other than in the excepted circumstances, it is an offence for any person (regardless of their nationality or residence status) to:

- perform FGM in England, Wales or Northern Ireland
- assist a girl to carry out FGM on herself in England, Wales or Northern Ireland
- assist (from England, Wales or Northern Ireland) a non-UK person to carry out FGM outside the UK on a UK national or permanent UK resident

**Forced marriages (FM)**

FM is now a specific offence under s121 of the Anti-Social Behaviour, Crime and Policing Act 2014 that came into force on 16 June 2014. A FM is a marriage conducted without the valid consent of one or both parties, and where duress is a factor. Forced marriage is when someone faces physical pressure to marry (e.g. threats, physical violence or sexual violence) or emotional and psychological

pressure (e.g. if someone is made to feel like they're bringing shame on their family). This is very different to an arranged marriage where both parties give consent. FM is illegal in England and Wales.

This includes:

- taking someone overseas to force them to marry (whether or not the forced marriage takes place).
- marrying someone who lacks the mental capacity to consent to the marriage (whether they're pressured to or not).

As part of our safeguarding policy if any of the above are suspected to be happening or if a child discloses any information about them the Nursery staff or manager, the manager should immediately discuss the allegation with the LADO. The purpose of an initial discussion is for the LADO and case manager to consider the nature, content and context of the allegation and agree a course of action.

British Values within the Nursery

Our Nursery will ensure that the fundamental British values of democracy, rule of law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs are fulfilled. This includes the prevent duty.

Democracy: making decisions together

As part of the focus on self-confidence and self-awareness as cited in Personal, Social and Emotional Development:

\*Managers and staff will encourage children to see their role in the bigger picture, encouraging children to know their views count, value each other's views and values and talk about their feelings.

\*Staff can support the decisions that children make and provide activities that involve turn-taking, sharing and collaboration. Children should be given opportunities to develop enquiring minds in an atmosphere where questions are valued. Rule of law: understanding rules matter as cited in

Personal Social and Emotional development

As part of the focus on managing feelings and behaviour:

\*Staff will ensure that children understand their own and others' behaviour and its consequences, and learn to distinguish right from wrong.

\*Staff will collaborate with children to create the rules and the codes of behaviour, for example, to agree the rules about tidying up and ensure that all children understand rules apply to everyone.

Individual liberty: freedom for all

As part of the focus on self-confidence & self-awareness and people & communities as cited in Personal Social and Emotional development and Understanding the World:

\*Children should develop a positive sense of themselves. Staff will provide opportunities for children to develop their self-knowledge, self-esteem and increase their confidence in their own abilities.

\*Staff will encourage a range of experiences that allow children to explore the language of feelings and responsibility, reflect on their differences and understand we are free to have different opinions.

Mutual respect and tolerance: treat others as you want to be treated

As part of the focus on people & communities, managing feelings & behaviour and making relationships as cited in Personal Social and Emotional development and Understanding the World:

\*Managers and staff will create an ethos of inclusivity and tolerance where views, faiths, cultures and races are valued and children are engaged with the wider community.

\*Children will acquire a tolerance and appreciation of and respect for their own and other cultures; know about similarities and differences between themselves and others and among families, faiths, communities, cultures and traditions and share and discuss practices, celebrations and experiences.

\*Staff will encourage and explain the importance of tolerant behaviours such as sharing and respecting other's opinions.

\*Staff will promote diverse attitudes and challenge stereotypes, for example, sharing stories that reflect and value the diversity of children's experiences and providing resources and activities that challenge gender, cultural and racial stereotyping.

Prevent Duty with in the Nursery

Our Nursery will ensure that staffs are able to identify children who may be vulnerable to radicalisation, and know what to do when they are identified.

There is no single way of identifying an individual who is likely to be susceptible to a terrorist ideology.

As with managing other safeguarding risks, staff will be alert to changes in children's behaviour which could indicate that they may be in need of help or protection.

Children at risk of radicalisation may display different signs or seek to hide their views. Nursery staff will use their professional judgement in identifying children who might be at risk of radicalisation and act proportionately.

Even very young children may be vulnerable to radicalisation by others, whether in the family or

outside, and display concerning behaviour. The Prevent duty does not require childcare providers to carry out unnecessary intrusion into family life but as with any other safeguarding risk, they must take action when they observe behaviour of concern.

The Nursery will ensure that protecting children from radicalisation will be part of our wider safeguarding duties.

## **Settling In**

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All children are unique and the amount of time that a child takes to settle into our Nursery can vary enormously. Therefore, children will be given time to settle in at their own pace, so as to make them feel welcome, safe and confident in a new environment.

For the children to feel safe and happy in the absence of their parents, they need to recognise other adults as a source of authority, help and friendship. We want them to be able to share with their parents afterwards the new learning experiences enjoyed at Nursery. We also want parents to feel welcome and involved from the beginning. In order to accomplish this we aim to create a partnership with parents in the following ways:

- \*By creating opportunities for the exchange of information and a shared approach.
- \*By ensuring plentiful opportunities for parents to inform the Nursery about their children's current achievements and interests.
- \*By introducing flexible admissions procedures to meet the needs of the individual families and children, where appropriate.
- \*By making it clear to families from the offset they will be welcome and supported in the Nursery for as long as it takes for their child to settle.
- \*By reassuring parents whose children take a longer time to settle.

Children cannot play or learn successfully if they are anxious or unhappy. Our settling procedures aim to help parents and children to feel comfortable in the nursery, and to ensure that children can benefit from what the group has to offer and feel confident that their parents will return at the end of the session/day.

The Nursery strongly encourages parents/carers to visit the premises with their children during the week before they are due to start. During this week, the Nursery requires that the parents/carers

concerned both complete and return the Child Information, Emergency contacts & 'Permissions' Form.

Before a child starts to attend the Nursery, we will provide his/her parents with information about the way we operate and in particular our policies.

Children new to the Nursery will be greeted in a warm and friendly manner. They will be introduced to all members of staff and told about any other regular visitors to the Nursery.

We encourage the parent/carer to be involved with the induction process. Parents and Children will be informed about the Nursery's routines and the programme of activities. They will be shown around the Nursery, told where they can and cannot go, and have both registration and signing out procedures made clear.

The parent and child will be told about the fire evacuation procedure and the locations of all fire exits, according to the provisions of the Fire Safety policy.

Parents/carers are offered the opportunity to stay with their child for a period of time during their first week and depending on how they settle in on their first week a plan will be agreed with the Manager/key person for dropping off.

On their first day, children will be introduced to the other children at the Nursery. The child will be allocated a key person who will show them around the Nursery and introduce them to the other children. The child will then be encouraged to get to know the other children and settle into the group. All staff will supervise children new to the Nursery to ensure that they are happy in their new surroundings. The appropriate level of such supervision will be judged according to the child's age, maturity and previous experiences.

If it seems that a child is taking a long time to settle in, this will be discussed with his/her parents/carers at the earliest opportunity. Likewise, if a parent/carer feels that there is a problem during the settling in period, they should raise this with a member of staff.

Staff will always be available to discuss any concerns or other issues with parents/carers regarding their child and their attendance at the Nursery. If parents/carers wish to meet with the Manager or key person, they should make an appointment to come in for a chat.

## **Safety & Site Security**

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Our Nursery is committed to providing care and play for children in a safe and secure environment. All staff have an individual and collective responsibility to ensure that they have continuous regard for the safety and security of all children at the Nursery.

To ensure the safety of both children and adults, the Nursery will follow these procedures:

#### Environment

- \* Safety checks on premises, both outdoors and indoors, will be made before every day/session.
- \* Low-level glass will be covered, or replaced by safety glass.
- \* Outdoor space will be securely fenced.
- \* Public space used for outdoor play will be checked for litter and other dangers.
- \* Equipment will be checked regularly and any dangerous items repaired/discarded.
- \* The layout and space ratio will allow children and adults to move safely and freely between activities.
- \* There will be adequate systems and equipment for the detection and control of fire.
- \* Fire doors will never be obstructed and fire exits will be easily identifiable.
- \* A record will be kept of any checks by the Fire Safety Officer and also of fire drills and servicing of fire safety equipment. Any recommendations by the Fire Safety Officer will be carried out.
- \* Fires/heaters/electric points/wires and leads will be adequately guarded.
- \* All dangerous materials, including medicines and cleaning materials, will be stored out of reach of children.
- \* Large equipment will be erected with care and checked regularly.
- \* Equipment offered to children will be developmentally appropriate, recognising that materials suitable for an older child may pose a risk to younger/less mature children.
- \* Internal safety gates/barriers will be used as necessary.
- \* All children will be supervised by adults at all times and will always be within sight of an adult.
- \* Children will leave the group only with authorised adults.
- \* Children will not have unsupervised access to kitchens, cookers or any cupboards storing hazardous materials including matches.
- \* On outings, the adult child ratio will be at least one to two.
- \* If a small group goes out, there will be sufficient adults to maintain appropriate ratios for staff and children remaining on the premises.
- \* Whenever children are on the premises at least two adults will be present.

\*Children who are sleeping will be checked regularly.

#### Adult safety

\*All adults in the group, both staff and visitors, will be aware of and respect the group's safety policies. Adults in the group will have access to advice on safe lifting.

\*If adults need to reach up for stored equipment, they will be provided with something safe to stand on. Heavy materials will not be stored above head height.

\*Adults will not be required to be in the building alone, or to leave alone after dark.

#### Management

\*A book will be available at each session for the reporting of any accident/incidents.

\*Regular safety monitoring will include checking of the accident record as a basis for risk assessment.

\*All adults, including parents and other carers, will be aware of the system(s) in operation for children's arrivals and departures and an adult will be at the door during these periods.

\*Adults will not walk about with hot drinks or place hot drinks within reach of children.

\*Fire drills will be held at least twice a term.

\*A register of both adults and children will be completed as people arrive and leave so that a complete record of all those present is available in any emergency.

\*There will be no smoking on the premises or within the Ashley junior school grounds.

\*A correctly stocked first aid box will be available at all times.

\*Fire extinguishers and/or equipment will be checked annually and staff will know how to use them.

Special considerations Some areas and activities pose particular hazards. All staff will be aware of these:

\*Children playing with or near water will be continuously supervised.

\*will be safe surfaces beneath and around all climbing equipment and such activities will be appropriately supervised.

\*All cooking activities involving the use of heat will be continuously supervised.

\*Access to dangerous areas will be physically restricted and closely supervised.

\*Systems will be in place to ensure that children are not at risk from swinging doors.

Supervision Children will not be left unsupervised at any time during activity sessions. In the event of staff shortages, available space will be restricted to ensure that children are adequately

supervised, in accordance with staff ratios set out in the Staffing Policy.

The Manager will ensure that children and staff register on arrival and departure from the Nursery.

#### Visitors

The Nursery has a Visitors' Book, which visitors must sign on arrival and departure, as well as giving the following information:

\*Their name.

\*Signature

\*The date and time of their arrival.

\*Organisation the person represents (or reason for visit)

\*Their departure time.

\*Their signature on leaving.

Visitors to the Nursery will not be left unsupervised with children at any time.

Staff have a duty to approach any visitor on the premises who has not signed in. They must introduce themselves and establish immediately who the visitor is and the reason for them being on the Nursery's premises. If the visitor has no suitable reason to be on the Nursery's premises, they will be asked to leave immediately and escorted from the premises. If the visitor refuses to leave, the police will be telephoned immediately.

A record will be made of any such incidents in the Incident Record Book, and the Management will be immediately notified.

Ofsted will be informed of any significant changes or events.

#### **Contractor Safety**

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Our Nursery understands that anyone engaging contractors has health and safety responsibilities, both for the contractors and anyone else that could be affected by their activities. Contractors themselves also have legal health and safety responsibilities.

The Nursery will ensure that a competent contractor is used whenever carrying out works within the Nursery setting. An approved contractor list is in place, it includes trades that may need to be called to attend urgent repair works. All contractors on the list have been required to complete a prequalification questionnaire and a copy of relevant trade qualifications has been obtained.

The Nursery will provide all contractors where necessary with any relevant information that may

affect their health and safety whilst working on the Nursery setting.

If a contractor is required to work during the Nursery operating hours, then the contractor will be supervised by a member of Nursery staff until the work has been completed.

Any significant works to be carried out by a contractor on site, for example alterations to the building or garden will be subject to a risk assessment and a safe system of work will be implemented. All relevant construction related legislation will be adhered to and specialist advice sought where necessary.

When possible work will be carried out when the nursery is closed.

### **Smoking, Alcohol and Drugs**

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Our Nursery prohibits the use of cigarettes, including e cigarettes, alcohol and illegal drugs on our premises at any time. If staff, students, volunteers or children are found to have broken the rules in respect of this policy, it will be treated as a disciplinary matter.

All staff will be made aware of the provisions of this policy during their induction, including the importance of them setting a positive example to children. All children will be made aware of the rules during their settling in period. Any intervention of the provisions of this policy will be dealt with under the Nursery's staff disciplinary procedures within the provisions of the Staffing and Behaviour Management Policies.

#### **Drugs**

Staff, students or volunteers who arrive at the Nursery and are suspected to be under the influence of drugs and considered unfit to work, will be asked to leave immediately and disciplinary procedures implemented.

If staff are found in possession of illegal drugs, serious disciplinary action will follow and the police will be called.

In cases where staff are taking prescribed drugs that may affect their ability to function effectively at work, the Manager must be informed as early as possible and an assessment will be carried out to identify if they are fit to work.

If a member of staff has good reason to suspect that a parent/carer is under the influence of illegal drugs when they drop off or collect their child, they have a duty to inform both the Manager and the Nursery's designated Child Protection Officer, according to the provisions of the Safeguarding

Children policy. The nursery reserve the right to refuse entry to any parent/carer who they suspect could be under the influence of drugs, if this happens the child will not be allowed to leave and children's services will be called for the child's safety

In such circumstances, the Manager and the Nursery's Child Protection Officer will then be responsible for deciding upon the appropriate course of action, ensuring that the safety and protection of the child remains paramount at all times.

Staff will make all possible efforts to ensure that children are not allowed to travel in a vehicle driven by someone who is clearly under the influence of illegal drugs.

Where an illegal act is suspected to have taken place, the police will be called.

#### Alcohol

Staff, students or volunteers who arrive at the Nursery clearly under the influence of alcohol, will be asked to leave immediately and disciplinary procedures will follow.

If a member of staff has good reason to suspect that a parent/carer is under the influence of alcohol when they drop off or collect their child, to the extent that the safety of the child is threatened, they have a duty to inform both the Manager and the Nursery's designated Child Protection Officer, according to the provisions of the Safeguarding Children policy.

The Manager and the Nursery's Child Protection Officer will then be responsible for deciding upon the appropriate course of action, ensuring that the safety and protection of the child remains paramount at all times.

Staff will make all possible efforts to ensure that children are not allowed to travel in a vehicle driven by someone who is clearly under the influence of alcohol.

Where an illegal act is suspected to have taken place, the police will be called.

Ofsted may be informed.

#### Smoking

Smoking is not permitted anywhere on the premises or within the grounds of New Milton Memorial Centre. This rule applies equally to staff, students, volunteers, children, parents/carers or any other visitors.

As the Memorial Centre is a centre used by the public we are not always able to control individuals not associated with the Nursery, however where possible individuals will be asked not to smoke especially when children are in the area with staff or parents.

## Special Educational Needs

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We believe that all children are welcomed and encouraged to join us at the Nursery. With regard to the 'Inclusion Umbrella' this includes families who may live in poverty, have different sexual orientation or gender, physical or other impairments, learning abilities (SEN), differing race, religion, culture or social background.

All children are admitted to the Nursery after consultation between parents, Manager and other staff members has occurred to ensure that everyone is happy with the arrangements.

We follow the guidance of the Code of Practice for Special Educational Needs, which suggests that small changes to the environment and activities on offer will benefit the children most. We do this by reviewing our resources regularly and purchasing new equipment as and when we can. Any major purchases to benefit a specific need of a child will require joint decision between staff and committee members, and if needs cannot be met then funding shall be sought in order to achieve this.

SEN Code of Practice Principles:

- \*The importance of the views and wishes of the children and the child's parents

- \*The importance of the child and the child's parents participate as fully as possible to decision making

- \*The need to support the child and the child's parents in order to facilitate the development of the child and to help them achieve the best possible educational and other outcomes, preparing them effectively for adulthood.

The children are closely monitored through the use of Tapestry EYFS website that are updated every half term and also as and when a child does something that we feel should be noted. The children are also observed daily at their activities and notes are made for this in the child's tapestry when staff feel appropriate.

All information is shared with parents both through informal and formal conversations and by the parents logging onto their tapestry site. All children have a key person listed to look after them so that they receive a good deal of adult attention, and it is this person a parent can approach to discuss any matters of concern. Other staff members are also available if the parent would prefer.

We encourage parents to share their thoughts and feelings with us, and give us their expertise and advice where appropriate to ensure that their child is receiving the best possible care and attention

whilst in our hands.

The Special Educational Needs Co-ordinators (SENCO) for the Nursery is Natalie Butler (the manager), and she can be approached at all times to discuss any issues that may arise. This person will monitor any child with a special need officially, although all members of staff observe and help with the care of children with special needs. If a child requires full time adult support then a 'Learning Support Assistant' (LSA) will be assigned to them.

It is by doing such observations that we can help to identify any areas of concern. By acting as quickly as possible in areas of concern we can attempt to deal with and resolve them ourselves by setting strategies and tasks specifically focused to help the problem. This is called 'Initial Action.' If, however, difficulties continue after these first attempts staff and parents together will be able to make an 'Individual Education Plan' (IEP) for the child. This more formally sets out the difficulty and ways in which to help the child resolve or improve the situation. This is called 'Early Years Action'. After a trial at this, (usually termly) if no improvements are made then further help shall be called for.

This is called 'Early Years Action Plus', where another IEP can be produced with the help of professionals such as speech therapists, educational psychologists etc. The local educational authority will also get involved at this stage too.

We review our strategies and observations at regular staff meetings with and without parents depending upon the nature of the discussion. We are always respectful to parent's wishes, and keep all information confidential. We also require that the children have a say in their education so we record their particular interests, likes and dislikes, feelings and opinions on all matters that are relevant. Policies are also reviewed annually and updated as and when needed.

We liaise with other professionals in the area such as the child's next setting by passing on information recorded in their development via tapestry, so that they are aware of the stage that the child is at.

If there are any complaints or information needed, parents can contact Natalie Butler (Manager and SENCO) or the child's key person, and we will do our best to help.

## Staff Development and Training

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Staff are our Nursery's most valuable resource, as it is only through their commitment and effort that good quality provision can be both established and maintained. We are therefore committed to providing good training and development opportunities for staff so that they are able to perform their roles both efficiently and effectively.

The Nursery recognises that regular training and monitoring of professional development are important for all staff. Staff development and training are vital because it allows staff to keep up to date with current thinking and practice about both play and child development issues. Additionally, with well-trained and motivated staff, a Nursery is better able to meet the diverse and complex needs of children within its local community.

The Nursery is committed to providing for staff:

- \*A full induction process.
- \*A regular system of appraisals.
- \*Information about all staff including ID, qualifications and training.

This will help to ensure that staff development needs are being met and that staff training and qualifications are meeting the requirements of the Nursery and the welfare requirements within the Early Years Foundation Stage.

**Staff Inductions** New members of staff will be issued with a job description and a copy of the Nursery's policies. Staff will also undergo an induction process during the first month of their employment and be assigned a mentor to help them settle in.

As part of the induction, the Manager or mentor will discuss and talk through everyday practices of the Nursery. These will include:

- \*Showing new staff around the premises, pointing out all fire exits, toilets and areas such as the staff room, kitchen and Nursery office.
- \*Explaining staff rotas, breaks and all aspects of the day-to-day management and running of the Nursery.
- \*Introducing the new member of staff to their colleagues, children and parents/carers where appropriate.
- \*Pointing out the practical implications of the Nursery's policies and practices, including how they relate to the Nursery's obligations under the welfare requirements

\*Staff will be asked to sign to confirm that they have read and understood the Nursery's policies, particularly those relating to health and safety and safeguarding children.

#### Staff Appraisal and supervision

The main objective of the Nursery's appraisal and supervision system is to review employees' performance and potential, and to identify suitable and appropriate training and development needs.

#### **Staff Meetings**

There will be regular staff meetings for problem solving, information sharing and acknowledging work issues. These are also opportunities for staff to reflect on their work performance and review any difficulties they may be facing. Staff meetings will be a forum for objectives for the Nursery.

#### Training Opportunities

The Nursery will do all it can to support staff who are working towards improving their qualifications and training experience.

It is the responsibility of the Manager to identify and promote suitable training courses for staff. Support will be given to help staff overcome any barriers to accessing such training. Staff will be expected to attend training courses and update their skills as and when requested by their Management.

Staff will not suffer financially for any training that they are required to undertake. Our Nursery budget allocates resources to training. Specific training courses in Food Hygiene, Equality and Diversity, Safeguarding Children, First Aid, Inclusion, and Health and Safety are recommended. Staff members must always attend such courses when requested. It is the Management's responsibility to ensure that staff are kept up-to-date with recent legislation and are suitably enrolled on any courses that are necessary to fulfil the Nursery's legal responsibilities.

#### **Staffing**

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Our Nursery is committed to placing the best interests of children's welfare, care and development at the centre of all staffing matters. We believe a high adult-child ratio is essential in providing good quality pre-school care.

\*We have at least one member to each six children, and more if there are younger children present (1:4 ratio for 2 year olds).

\*Our key person system ensures each child and family has one particular staff member who takes a special interest in them.

\*The Manager will arrange regular staff meetings where all staff are able to discuss and contribute in a positive manner. The Manager encourages staff to contribute to the development and quality of the programme of activities provided.

\*Members of staff are expected to conduct themselves at all times in a professional, courteous, helpful, warm and consistent manner.

\*Members of staff are expected to display both knowledge and understanding of multi-cultural issues and inclusion, and a commitment to treating all children as individuals and with equal concern and respect.

\*Members of staff will ensure that their dress and personal appearance are appropriate for working with children and have an awareness of health and safety issues.

\*Personal mobiles must be switched off and not used during working hours. If staff need to receive an emergency call, the person calling them should use the main Nursery number.

\*The Manager will ensure that space is made during the working day for staff to take regular breaks, ensuring that no member of staff exceeds the legal limit of six hours consecutive work without a break.

### **Terms and Conditions**

The Nursery is committed to promoting family friendly employment practices to help staff balance work and family commitments. The Nursery will make every effort to be flexible with staff and to promote harmonious working relations, through trade unions and other organisations.

The Nursery will work with staff and their representatives to ensure that all employment legislation and regulations – including Statutory Maternity Pay, Statutory Paternity Pay, Parental Leave, Statutory Sick Pay and Working Time Regulations – are abided by.

In return, the Nursery expects honesty, loyalty and diligence from its staff.

All staff will have written employment contracts, including rates and levels of pay and other terms and conditions, which are the responsibility of the Management.

All staff have job descriptions, which set out their staff roles and responsibilities.

We work towards offering equality of opportunity by using non-discriminatory procedures for staff recruitment and selection. We welcome applications from all sections of the community. Applicants will be considered on the basis of their suitability for the post, regardless of marital status, age,

gender, culture, religious belief, ethnic origin or sexual orientation. Applicants will not be placed at a disadvantage by the Nursery imposing conditions or requirements that are not justifiable.

We support the work of our staff by holding regular supervision meetings and annual appraisals.

#### Qualifications, Experience and Safety Checks

The Manager and all staff (including students and volunteers) will be suitably qualified, have relevant experience and have undergone an identity check and a DBS.

The Manager will not employ staff or volunteers who have been convicted of an offence or have been the subject of an order that disqualifies them from registration under regulations made under schedule 9A of the Children Act 1989. A person who has not undergone a check with the Disclosure Barring Service, but who is on the premises (such as a member of staff awaiting the result of a DBS check) will not be left unsupervised with a child. The Manager will have an appropriate qualification to the post along with at least two years' experience of working with children of the same age group as the nursery. At least half of the rest of our staff will hold a relevant level 2 qualification or higher qualification. Appropriate qualifications as defined by the Children's Workforce Development Council (CWDC).

To count in staff ratios, staff holding an Early Years Educator qualification must have English and Maths GCSEs at grade C or above.

#### Standards of Behaviour

Under no circumstances should any arguments or disagreements between members of staff occur in the presence of children or parents/carers.

No smoking, alcohol or drug use is allowed on the Nursery's premises.

No bullying, swearing, harassment or victimisation will be tolerated on the Nursery's premises.

Offensive behaviour such as sexist or racist language or harassment will not be tolerated.

All staff are expected to treat everyone respectfully at all times and inappropriate behaviour may lead to disciplinary action.

#### Staff disciplinary procedures

##### Minor disagreements

Minor disagreements among Nursery staff, or between staff and Management, can usually be resolved at the regular staff management meeting or informally by discussion.

##### Disciplinary procedure

A more serious situation arises when a dispute cannot be resolved, or when the Management is

dissatisfied with the conduct or activities of a member of staff.

Any disciplinary matter will normally be dealt with using the following procedure:

At every stage the member of staff should be given reasonable notice (5 days) that a disciplinary hearing is due to take place to give her/him the opportunity to prepare her/his case, and s/he should be offered the opportunity to be accompanied by a colleague or union representative if s/he wishes.

Step 1 – details of grounds for action and invitation to meeting

The Management must prepare a statement of the member of staff's alleged conduct or characteristics, or other circumstances, which have led to the contemplation of dismissing or taking disciplinary action against the member of staff.

The statement and date of the disciplinary meeting must be sent to the member of staff prior to the meeting.

The member of staff should be provided with a reasonable amount of time to consider his/her response to the statement.

Step 2 – the disciplinary meeting

A disciplinary meeting must take place before action is taken, (except where the disciplinary action in question consists of suspension). At the meeting, the Management should ensure that the circumstances of the complaint against the member of staff are discussed.

The Management must write to the member of staff to explain the conduct or capability, which may result in dismissal or other disciplinary action.

The outcome of the disciplinary meeting must be confirmed in writing, to include the member of staff's right of appeal against the decision.

Step 3 – appeal

At each stage of the disciplinary procedure, the member of staff must be told s/he has the right to appeal against any disciplinary action, and that the appeal must be made in writing to the Nursery owner (Natalie Butler) within 5 days of a disciplinary interview.

The member of staff will have the opportunity to appeal against any penalty issued at the disciplinary meeting. If the member of staff wishes to appeal then s/he should submit the appeal in writing within a set time period (5 days) of receiving the letter confirming the outcome of the disciplinary meeting, giving full details of the grounds for appeal.

Modified statutory procedure

In very exceptional circumstances it may be necessary to dismiss a member of staff without holding

a disciplinary meeting i.e. where instant dismissal is justified and necessary. Such cases will be rare (because even in most cases of gross misconduct, investigation is usually justified, coupled with suspension) and will normally only apply to cases of gross misconduct, where the conduct or breach of duty brings the Nursery into disrepute.

In such circumstances the following procedure will apply:

Step 1: statement of grounds for action

The Management must set out in writing the member of staff's alleged misconduct which has led to the dismissal, what the basis was for thinking at the time of the dismissal that the member of staff is guilty of the alleged misconduct, and the member of staff's right to appeal against dismissal within a limited time period (5 days). This statement or a copy of it should be sent to the member of staff.

Step 2: appeal

If the member of staff wishes to appeal, s/he must inform the Nursery in writing.

If the member of staff informs the Nursery of her/his wish to appeal, the Management must invite her/him to attend a meeting. The member of staff must take all reasonable steps to attend the meeting. After the appeal meeting, the Management must inform the member of staff of the final decision.

Disciplinary penalties

The Nursery Management can issue a range of penalties depending on the circumstances of the case. However, a member of staff should not be dismissed for a first offence unless it constitutes gross misconduct.

1. First formal warning

i) The member of staff will be interviewed by the disciplinary panel who will explain the complaint.

ii) The member of staff will be given full opportunity to state her/his case.

iii) After careful consideration by the disciplinary panel, and if the warning is considered to be appropriate, the member of staff needs to be told:

\*the nature of her/his failings;

\*what action should be taken to correct the conduct or performance;

\*that s/he will be given reasonable time to rectify matters;

\*what training needs and/or support have been identified, with timescales for implementation;

\*what mitigating circumstances have been taken into account in reaching the decision;

\*that if s/he fails to improve, then further action will be taken;

\*that a record of the warning will be kept; and

\*that s/he has a right to appeal against the decision.

## 2. Formal written warning

If the member of staff fails to correct her/his conduct and further action is necessary, or if the original offence is considered too serious to warrant an initial oral warning:

i) The member of staff will be interviewed by the disciplinary panel who will explain the complaint and give the member of staff an opportunity to state her/his case. (Reasonable time must be allowed for the member of staff to prepare her/his case).

ii) If a further formal warning is considered to be appropriate, this will be explained to the member of staff and a letter confirming this decision will be sent to the member of staff.

iii) The letter will:

\*contain a clear reprimand and the reasons for it;

\*explain what corrective action is required and what reasonable time is given for improvement;

\*state what training needs and/or support have been identified, with timescales for implementation;

\*make clear what mitigating circumstances have been taken into account in reaching the decision;

\*warn that failure to improve will result in further disciplinary action which could result in a final written warning and, if unheeded, ultimately to dismissal with appropriate notice;

\* explain that s/he has a right to appeal against the decision.

## 3. Final written warning

If the member of staff fails to correct her/his conduct and further action is necessary, or if the original offence is considered too serious to warrant any initial warnings:

i) The member of staff will be interviewed and given the opportunity to state her/his case. (Reasonable time must be allowed for the member of staff to prepare her/his case).

ii) If a final warning is considered to be appropriate, this will be explained to the member of staff and a letter confirming this decision will be sent to the member of staff.

iii) The letter will:

\*contain a clear reprimand and the reasons for it;

\*explain what corrective action is required and what reasonable time is given for

improvement;

\* state what training needs and or support have been identified, with timescales for implementation;

\* make clear what mitigating circumstances have been taken into account in reaching the decision;

\*warn that failure to improve will result in further disciplinary action which could result in dismissal; and explain that s/he has a right to appeal against the decision.

#### 4. Dismissal

If the member of staff still fails to correct her/his conduct, then:

i) the member of staff will be interviewed as before; and

ii) if the decision is to dismiss, the member of staff will be given notice of dismissal, stating the reasons for dismissal and giving details of the right to appeal. If the progress is satisfactory within the time given to rectify matters, the record of warnings will be removed from the member of staff's personal file.

#### Suspension

If the circumstances appear to potentially warrant dismissal or the circumstances of the case are considered to constitute gross misconduct, a member of staff may be suspended with pay while investigations are being made. These should consist of obtaining written statements from all witnesses to the disciplinary incident, and from the member of staff who is being disciplined.

Obviously these investigations should be carried out within as short a time as possible.

#### Hearing appeals

The appeal hearing should be heard, if possible within 10 days of receipt of the Appeal, if possible, those involved in the initial disciplinary procedures - will serve as an Appeals Panel. If this is not possible, the Appeals Panel may consist of the same people as the original panel, and they must make every effort to hear the appeal as impartially as possible. The member of staff may take a work colleague or trade union official to speak for her/him.

\*The member of staff will explain why s/he is dissatisfied and may be asked questions.

\*The Chair will be asked to put forward her/his point of view and may be asked questions.

\*Witnesses may be heard and may be questioned by the Appeals Panel and by the member of staff and the Chair.

\*The Panel will consider the matter and make known its decision.

A written record of the meeting will be kept.

#### Time scales

Each step and action under the disciplinary procedure must be taken without unreasonable delay. Consideration should be given to timings and locations of meetings to ensure that the member of staff and her/his representative are able to attend. For cases that result in dismissal, two reasonable attempts by the Nursery to arrange a meeting will normally be sufficient if they prove abortive because of the member of staff's non-attendance. If a member of staff is not able to attend the first disciplinary meeting arranged then s/he will be required to provide an alternative date to take place within 5 days of the original date given by the Nursery.

#### **Staff to Children Ratios**

The Nursery is conscious of the importance of maintaining adequate staff to child ratios, ensuring that children are cared for safely and given adequate attention and support. In all cases the minimum staffing ratio for children aged 3-5 will be 1:4. For children aged 8 and over, the Nursery will make every effort to maintain a ratio of staff to children of 1:8. Staff working as apprentices can now be counted in ratios from the age of 16. When graduates are working with children on a ratio 1:13 they must hold a 'suitable' Level 6 qualification. A qualified member of staff is expected to be working with the children for the vast majority of the time when the 1:13 ratio is applied.

The Management will ensure that there are always at least two members of staff on duty on the premises at any given time.

The Management will further ensure that suitable and sufficient contingency plans are in place to cover emergencies, unexpected staff absences, staff breaks, holidays and sickness.

#### Confidentiality

Staff have a right to privacy, as do children and their parents/carers. Personal details should not be discussed except in exceptional circumstances. Staff will not talk about individual incidents or the behaviour of children in front of parents/carers and other children.

Under no circumstances should staff provide any information about children to any branch of the media. All media enquiries should be passed in the first instance to the Management. The Nursery believes that in order to protect the privacy of the children who attend our Nursery no photograph or any other type of recording where an individual child can be recognised will be included on our website or any social media website associated with the Nursery without the permission of the child's parent/legal guardian.

The Nursery also request that the parents (or careers or other family members) of our children do not publish any photographs or any other recording onto any public website (including Facebook, Twitter etc.) where any other children attending the Nursery can be identified.

Absences Staff should negotiate statutory annual leave with the Management in all cases giving as much notice as possible.

If staff are unable to attend work due to illness or other medical condition, they must contact the Manager in the first instance prior to the start of the working day.

Staff should indicate why they are unable to attend work and when they expect to return.

On returning to work, staff should complete a self-certification form for any sickness absence.

A return to work interview will take place by the Manager.

For absences of longer than 5 days or days following Annual leave period a doctor's certificate must be submitted.

The Manager will keep records of all sick-leave, other absences and lateness.

## **Students and Volunteers**

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We believe that a placement for a student or volunteer at our Nursery is a valuable opportunity to build experience whilst learning about working within a childcare Nursery. Equally, we appreciate the positive contribution that such committed and enthusiastic people can bring to our Nursery. However, at all times the needs of the children are paramount and therefore a Nursery needs to restrict the number of students and volunteers admitted at any particular time, in order to minimise disruption to the Nursery's core activities.

The Management is responsible for ensuring that all students and volunteers working at the Nursery are suitable and that they will not detrimentally affect the service provided for children and their parents/carers. The Management has overall responsibility for supervising and supporting students and volunteers while they are at the Nursery.

All students and volunteers must submit two character referees and have undergone an identity check and a DBS disclosure before they begin their placement at the Nursery.

We take out employers' liability insurance and public liability insurance, which covers both trainees and voluntary helpers.

The Management will enter into a formal written agreement with students and volunteers at the start of the placement agreeing hours of work, dress code and expected behaviour within the Nursery. This agreement will also detail what the student or volunteer can expect from the Nursery. Students and volunteers must read, understand and sign the conditions of work before accepting or making a commitment to voluntary work.

Students will be encouraged to discuss their individual learning needs with the Manager when they start work at the Nursery and at regular intervals during their placement.

Students required to conduct child studies beyond the Nursery's normal activities (e.g.: conducting a survey or a group based activity) as part of their course will need to obtain appropriate written consent from the parents/carers of the children concerned.

The Management will ensure that students and volunteers undertake the full induction process given to permanent staff, as set out in the Nursery's 'Staffing' policy.

New students and volunteers will be allocated a member of staff who will have day to day responsibility for them and their needs while at the Nursery.

Students and volunteers will be expected to adopt a professional manner at all times, and work within the Nursery's existing policies and procedures.

While on the placement, students and volunteers will be both allowed, and expected to participate in all aspects of work at the Nursery, unless otherwise instructed by the Manager. Students and volunteers will attend staff meetings and be encouraged to contribute ideas and share opinions.

Regular supervision and appraisal sessions with the Manager and/or the designated member of staff will be established as a means of monitoring progress.

Any information gained by the students about the children, families or other adults in the setting must remain confidential.

### **Suspensions and Exclusions**

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Our Nursery is committed to dealing with negative behaviour in a nonconfrontational and constructive manner. Wherever possible, disruptive or challenging behaviour will be tackled collectively between staff and children in the Nursery. Such procedures are outlined in the Behaviour Management policy.

However, there are occasions when such strategies alone will not alter or prevent negative

behaviour. In such cases, further action will be necessary, including reviewing a child's place at the Nursery, on either a temporary or permanent basis.

Persistent unacceptable behaviour from a child will result in her/him receiving a formal warning from staff about her/his actions. Staff will explain to the child why the behaviour is unacceptable and the consequences of any further such incidents. Children will be encouraged to discuss her/his behaviour, to explain her/his actions, and helped to develop strategies to avoiding repeat incidents. Details of all warnings, suspensions and exclusions will be recorded and kept on the Nursery's records. Each warning should be discussed with the child concerned and her/his parent/carer. All staff will be made aware of any warnings given to a child. As a last resort, the Management has the right to temporarily suspend or permanently exclude a child in the event of persistent and irresolvable unacceptable behaviour.

Children will only be suspended or excluded as a last resort, when there is no alternative action that could be taken, or when it is felt that other children and/or staff are potentially at risk.

Staff should always keep parents/carers informed about behaviour management issues relating to their child and attempt to work with them to tackle the causes of disruptive or unacceptable behaviour.

No member of staff may impose a suspension from the Nursery without prior discussion with the Management. Staff will consult the Manager as early as possible if they believe that a child's behaviour is in danger of warranting suspension or exclusion.

#### Exemptions

Only in the event of an extremely serious or dangerous incident will a child be suspended from the Nursery by the Manager with immediate effect. In such circumstances, the child's parent/carer will be contacted immediately and asked to collect their child, even if the child normally signs themselves out. Children will not be allowed to leave the premises until a parent/carer arrives to collect them. The Manager will inform the Chair of the Management Committee of the incident as soon as possible.

After an immediate suspension, has taken place, the Manager will arrange a meeting with the child concerned and her/his parents/carers to discuss the incident and decide if it will be possible for her/him to return to the Nursery.

Suspensions and exclusions should be seen as consistent, fair and proportionate to the behaviour concerned. Consideration will be given to the child's age and maturity. Any other relevant

information about the child and her/his situation will also be considered.

When a suspension is over and before a child is allowed to return to the Nursery, there will be a discussion between staff, the child and her/his parent/carer and the Management may set out the conditions of the child's return.

## **Visits and Outings**

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Our Nursery believes that visits and outings play an important and enriching role in the programme of activities that we provide for children. However, during such events, the safety of children remains paramount.

Prior to a visit or outing, if logistically possible, a member of staff will carry out an exploratory visit of the proposed destination so as to pre-empt any potential difficulties/risks.

The Manager will ensure that a thorough risk assessment has been carried out prior to the proposed visit or outing, according to the provisions set out in the Risk Assessment policy. This should include consideration of the journey and any transportation involved. If a prior visit is not possible, the Manager will write to the venue requesting all relevant information and a risk assessment statement where available.

The Nursery will make every effort to involve children in the planning of a visit or outing. Staff will explain to children the aims and objectives of the event, along with what is expected of them in terms of their behaviour and contribution.

Children will be talked through any potential safety hazards and told to remain with staff at all times. Staff will explain to children what to do in an emergency, including designating a suitable meeting point.

### **Parental Consent**

No less than two weeks before a proposed visit or outing, the Nursery will send a letter and a Visits and Outings Form to parents/carers giving them detailed information about the proposed event.

This will include a full programme of activities, any additional costs involved, an outline of any journey involved and the mode of transport being used, as well as approximate arrival and departure times.

Parental consent is needed for all off-site visits and outings. The Manager will take a photocopy of

the signed Visits and Outings Forms on the trip while the originals will be stored in the Nursery's records.

Parents/carers have the absolute right to withhold consent for a proposed visit or outing. Any child who does not have a signed consent form will not be allowed to participate.

During visits and outings On visits or outings, the staff to child ratio will be at least 1:2, subject to the nature of the activity and the risk assessment.

\*Children will remain under close supervision at all times.

\*The Manager will ensure that a full First Aid kit is on hand, in compliance with the relevant provisions of the Health, Illness and Emergency policy.

\*A designated member of staff will keep a mobile phone with her/him at all times and the number will be circulated to all parents/carers in advance of the visits or outings. The number will also be left at the Nursery in case of an emergency.

\*A register will be taken at the beginning, middle and end of the visit or outing. Additionally, regular head counts will be taken by staff.

\*A list of all members of staff, adults and children participating in the visit or outing, will be left with the Management and/or "home" contact.

### **Whistle-blowing and raising concerns at work**

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The official name for whistle-blowing is 'making a disclosure in the public interest'. If staff or volunteers believe there is malpractice in the Nursery, they should report this by following the correct processes. Their employment rights are protected and they cannot be victimised by the employer.

Whistle-blowers are protected for public interest, to encourage people to speak out if they find malpractice in an organisation or workplace.

Malpractice could be improper, illegal or negligent behaviour by anyone who works with or within the Nursery.

When should the whistle-blowing, procedure be used?

To be protected as a whistle-blower, a worker needs to make a 'qualifying disclosure' about malpractice. This could be a disclosure about:

\* threats/risks to the welfare, health or safety of a child or adult

\*criminal offences

\*failure to comply with a legal obligation

\* miscarriages of justice

\*damage to the environment

\*a deliberate attempt to cover up any of the above

It is the responsibility of all staff to report any improper, illegal or negligent behaviour in or connected with the Nursery.

This procedure is appropriate where a worker has genuine concerns about activities in or connected with the Nursery. It is not designed to replace or be used as an alternative to the grievance procedure.

The Nursery's Safeguarding Policy must be followed where a disclosure is made relating to the safeguarding of a child.

Whistle-blowing protection applies where the person making a disclosure reasonably believes that the information disclosed, and any allegations contained in it, are substantially true. If any disclosure is made in bad faith, or concerns information which is not substantially believed to be true, or if the disclosure is made for personal gain, then such a disclosure will constitute a disciplinary offence.

If a disclosure is made in good faith, but is not confirmed by any subsequent investigation, then no action will be taken against the whistle-blower.

Victimisation of an individual for raising a disclosure will be a disciplinary offence.

**Action to be taken by the whistle-blower:**

- Concerns should normally be reported in the first instance to the line manager. If this is not possible / appropriate, they should be reported to the relevant authorities/regulators.

If an adult who is in a position of trust has:

- behaved in a way that has harmed a child, or may have harmed a child
- possibly committed a criminal offence against or related to a child
- behaved towards a child or children in a way that indicates they may pose a risk of harm to children
- behaved or may have behaved in a way that indicates they may not be suitable to work with children

then allegations must be reported to the Local Authority Designated Officer (LADO). The Nursery will not investigate the matter internally unless instructed to by LADO.

#### Role of the LADO

The LADO will follow Allegations Against Staff or Volunteers to ensure that the allegation is investigated thoroughly. The LADO will inform the police and/or children's social care if required.

If you have other concerns about a person in position of trust, that do not reach the level of an allegation you should follow the Nursery complaints procedure.

#### Report an allegation

If you need to report an allegation you can contact the LADO.

Phone 01962 876364 Email [child.protection@hants.gov.uk](mailto:child.protection@hants.gov.uk)

Concerns can be reported verbally or in writing, and should include information about the malpractice and reasons for concern.

#### When you can contact Ofsted (call 0300 123 1231 or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk))

- When you are not satisfied with the nurseries response after you have followed its complaints procedure
- When you feel unable to contact the Nursery manager about this particular issue

It's useful to make notes of any key people involved, dates and times, and to send Ofsted copies of any written complaints you have made.

Ofsted cannot investigate individual concerns. They use the information you provide to inform the inspector carrying out the next inspection of the nursery. Ofsted may also pass the information to, or advise you to contact, another organisation that does have the power to investigate complaints.

- The whistle-blower may nominate a colleague to be present during meetings in connection with the concerns raised.

#### **Action to be taken by the Nursery**

In the first instance the Nursery Manager should immediately discuss the allegation with the LADO.

The purpose of an initial discussion is for the LADO and case manager to consider the nature, content and context of the allegation and agree a course of action.

\*The Nursery must investigate any matter raised under this procedure thoroughly, promptly and confidentially.

\*The Nursery's managing body must decide whether the matter falls within the scope of the nursery's other policies and procedures.

\*The Nursery's managing body will investigate the matter and take action as appropriate.

\*If the whistle-blower or anyone else connected with the Nursery is asked or instructed to cover up malpractice, this is itself a disciplinary offence.

\*If malpractice is revealed as a result of any investigation under this procedure, the nursery's disciplinary procedure will be used, in addition to any appropriate external measures.

\*The whistle-blower will be informed of the outcome.

## **Covid 19 policy**

Covid-19 is a new illness that can affect your lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe or fatal. This policy and associated risk assessment is to limit the spread of the virus within the setting.

Who is at risk?

All patrons of the setting are at risk including : staff, children, parents /carers of the children attending, any other individuals involved in the day to day operation of the setting. Some groups of people are more vulnerable to the virus and these include the elderly, pregnant women and those with existing underlying health conditions.

What controls are required to limit the spread of the virus?

The following controls will be in place at all times:

### **1. Handwashing**

- All staff and children will be required to wash their hands immediately upon entry to the setting and before leaving.
- Hand washing facilities will be available at all times with soap and water in place.
- Paper towels will be used to dry hands and these will be placed in a lidded bin.
- The lidded bin will be emptied safely.
- Gel sanitisers will be available in any areas where there are no immediate handwashing facilities for example in the garden.
- Staff and children will be reminded to wash their hands on a regular basis for a period of 20 seconds with soap and water and reminded of the importance of drying hands properly with the disposable towels. Children will be supervised at all times when hand washing to ensure that they do so properly.
- All children will be reminded to catch coughs and sneezes in a tissue which will be disposed

of immediately in a lidded bin. The contents of the lidded bin will be disposed of at least every hour. Follow Catch it, Bin it, Kill it to avoid touching the face, eyes, nose or mouth with unclean hands. Tissues are made available throughout the setting.

- Staff to report any problems and carry out skin checks as part of skin surveillance programme. Emollient creams will be available within the setting to protect hands from increased washing.

## 2. Cleaning

Frequent cleaning and disinfecting of objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, furniture and toys. The areas will be cleaned regularly using appropriate cleaning products and methods. Rigorous checks will be carried out by managers to ensure that the procedures are being fully adhered to at all times. Bedding will be washed after single use.

## 3. Social Distancing

The recommended distance for safe distancing is 2metres however this is difficult to maintain in a setting such as a nursery. The following changes will be made to the running of each session:

- Parents /carers will not be permitted to enter the setting. Their child/children must be dropped off at the door.
- All bags to remain outside. Cover will be provide in case of rain.
- Parents will be asked to practice safe distancing of 2 metres whilst waiting to drop off their children. We appreciate that this will increase the time waiting to enter the nursery therefore please stagger getting out of your car to avoid long queues.
- Group sizes will reflect the number of staff available to ensure that groups are kept as small as possible.
- Some activities will be suspended until the Manager has guidance they can continue as they are against government guidance or pose a high risk of contamination (ie outings in the minibus).
- All resources will be cleaned and disinfected immediately after use.
- Outdoor play will be encouraged as much as possible.
- Any sleeping children will be placed two metres apart.

## 4. Sickness

- All staff and children will have their temperature taken upon entry to the nursery and this will be recorded. This will give rise to a pattern of each person's usual temperature when well. Any person with a temperature above 37.3 will not be allowed to enter the nursery.
- If anyone becomes unwell with a continuous new cough or a high temperature they will be isolated and sent home to follow the stay at home guidelines.
- Children and staff with any signs of illness should not attend nursery.

#### 5. PPE

- Staff will continue to use PPE whilst changing nappies.
- Staff MUST wear a face covering when having any contact with parents or visitors or when accessing other areas of the Memorial Centre.
- From 22nd March 2021 staff are encouraged to have a rapid test twice weekly and report results to the Nursery Manager immediately, if positive a full NHS test is required and isolation must begin until results return.

Signed on behalf of the nursery: N Sandom

Any questions or queries related to Little Angels policies and procedures can be directed to Natalie

Sandom (The manager) either in person at the Nursery, by email  
[littleangelsnursery.newmilton@outlook.com](mailto:littleangelsnursery.newmilton@outlook.com)

or via telephone 07789965594 (The nursery mobile)