



# Policies and Procedures Pack

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## Accident/incidents

- A first aid box is located:
  - in the **Baby Room** - above the sink
  - in the **Toddler Room** - above the sink
  - in **Preschool Room** - above the sink
  - The **kitchen** has a separate first aid box for kitchen use only **mounted on the wall**.
- Bum bag first aid kits are taken on outings
- First aid boxes will be checked regularly by **The Deputy Manager** and replenished as needed.
- All accidents requiring first aid will be treated by a qualified first aider.
- All accidents/incidents will be recorded on the accident page on first steps or in the duplicate first aid pad when the computer is not available. These will then be signed by a member of management and the child's parent. The form will then be kept on record. The senior member of staff must be informed immediately of all accidents/incidents.
- In the event of a serious injury details of the accident will be recorded in the same way as above and the management will complete a RIDDOR form. Details of how, where, when and to whom the accident happened must be recorded by the member of staff who saw and dealt with the injury. The treatment given must also be recorded.
- A member of the management team will decide if the child's parent needs to be contacted.
- In the event of a child needing medical attention the parent or an ambulance will be called depending on the severity of the situation. Under no circumstance will a child be taken in a member of staff's car or on public transport.

### **Communicable diseases**

Your child should not attend Nursery if they are suffering from a communicable disease. We follow the exclusions periods for illnesses as stated on the NHS Direct website.

Coughs and colds will not normally require exclusion unless they are severe or the child is distressed.

## **Health & Hygiene**

Our nursery promotes a healthy lifestyle and a high standard of hygiene in its day to day work with children and adults. This is achieved in the following ways:

### **Health:**

#### Food

All meals and snacks provided will be nutritious and pay due attention to children's particular dietary requirements.

When cooking with children as an activity, the adults will provide healthy, wholesome food, promoting and extending the children's understanding of a healthy diet.

#### Outdoor play

Children will have the opportunity to play outside throughout the year in the nurseries own outside play area and on local outings.

#### Illness

Parents are asked to keep their children at home if they have any infection, and to inform the nursery as to the nature of the infection. This will allow the nursery to alert other parents as necessary and to make careful observations of any child who seems unwell.

Parents are asked not 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 in the nursery.

If the child is on prescribed medication the medicine policy will be followed.

The nursery will ensure that the first aid equipment is kept clean, replenished and replaced as necessary. Sterile items will be kept sealed in their packages until needed.

There will always be on the premises at least one qualified first aider trained to administer first aid to children

#### Information sources

Parents will have the opportunity to discuss health issues with nursery staff and will have access to information available to the nursery. The nursery will maintain links with health visitors and gather health information and advice from the local health authority information services and/ or other health agencies.

### **Hygiene:**

To prevent the spread of all infection, adults in the group will ensure that the following good practices are observed:

#### Personal hygiene

Hands washed after using the toilet and before handling food.

Children encouraged to blow and wipe their noses when necessary and to dispose of soiled tissues hygienically. Younger children's noses will be wiped as needed.

Electric hand-driers to be used or paper towels used and disposed of appropriately.

### Cleaning and clearing

Any spills of blood, vomit or excrement wiped up and flushed away down the toilet. Plastic gloves always used when cleaning up spills of body fluids. Floors and other affected surfaces disinfected using antibacterial spray or bleach diluted according to the manufacturer's instructions. Fabrics contaminated with body fluids thoroughly washed in hot water or sealed in a bag for parents to take home.

Spare laundered pants and other clothing available in case of accidents, and polythene bags available in which to wrap soiled garments.

All surfaces cleaned daily with an appropriate cleaner

### Food

The nursery will observe current legislation regarding food hygiene, registration and training. In particular, each adult will:

Always wash hands under running water using an anti-bacterial soap provided before handling food and after using the toilet.

Not be involved with the preparation of food if suffering from any infectious/ contagious illness or skin trouble.

Never cough or sneeze over food.

Use different cleaning cloths for kitchen and toilet areas.

Prepare raw and cooked food in separate areas.

Keep food covered and stored appropriately

## **Illnesses and injuries**

The nursery will ensure that at least one person with a current paediatric first aid certificate is on the premises at all times. We will aim that at least half of the nursery team are first aid trained and those who are not are booked to train in the near future. A first aider will be present on all outings.

The first aid boxes will be checked and replenished regularly. A first aid box will be taken on all outings.

Records will be kept of all accidents and first aid treatments in the appropriate accident book. More serious accidents, including those that require medical treatment will be recorded in accordance with RIDDOR.

Parents will be asked to sign the accident book when collecting their child. If a more serious accident occurs or any serious bumps to the head take place the parents will be contacted by telephone.

An emergency contact will be provided in the event of the child receiving an injury or becoming ill at nursery when the parents are unobtainable.

The nursery communicable diseases policy will be followed for any child who is unwell.

In the event of an emergency or child becoming suddenly unwell:

A 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 will be called. The parents will also be contacted. A member of staff will accompany the child to the hospital and will consent to medical treatment being given in accordance with the emergency treatment form.

If the child does not need to go straight to hospital but their condition means they should go home, the parents 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.

## **Medicine**

If a child comes with medicine to nursery the following procedure must be followed:

The medicine must be signed in, on a medicine sheet, held in the office by the parent or carer with relevant times and dosage. Medicines must not be left in the child's bag.

All medicines must be stored in the locked medicine cabinet in the office or kitchen fridge.

Medicine will be given by a member of the management team.

Only prescribed medicines and calpol (one dose per day) are permitted. If you feel your child needs to have medicine like cough mixture please ask your doctor for it on prescription.

Teething remedies may be given but must also be signed in at the office.

The nursery keeps a stock of calpol for use if a child is unwell, suffering from a temperature and/or in pain from teething or other illness.

In this instance

- The parent/carer will be telephoned for permission before it being given.
- The dosage given will be as indicated by the makers instructions

In the case of ongoing medicines the parents may provide written consent for the medicine to be given. When the period of medicine is over the parent should provide written confirmation of this

If the administration of any prescribed medicine requires any technical/medical knowledge then training will be sought and provided.

## **Food and Drink policy**

The sharing of refreshments can play an important part in the social life of the nursery as well as reinforcing children's understanding of the importance of healthy eating. The nursery will ensure that it fulfils all the requirements of the registering authority and that:

All meals and snacks provided are nutritious, avoiding large quantities of fat, sugar, salt, additives, preservatives and colourings. Menus are planned in advance and food offered is fresh, wholesome and balanced. Menus of meals snacks are displayed for the information of parents.

Before a child starts to attend the group, staff will discuss with parents the child's dietary needs, including any allergies, and make appropriate arrangements to meet them.

A diet encompassing food from a range of cultures ensures that children from all backgrounds encounter familiar tastes and that all children have the opportunity also to try unfamiliar foods.

The dietary rules of religious groups and also of vegetarians/vegans are known and met in appropriate ways.

Water is constantly available for the toddler and preschool children. Babies are offered water at regular intervals.

Children arriving early and/or staying late will be offered an appropriate meal or snack.

Milk provided for children is whole and pasteurised.



## **Risk assessment**

The nursery will take all reasonable steps to ensure that hazards to the children, staff team and any visitors are kept to a minimum.

Risk assessments will be carried out to identify aspects of the environment that need to be checked on a regular basis. Records will be kept of these aspects, including when they should be checked and by whom.

All risk assessments will be reviewed regularly - at least once a year.

The nursery manager will be aware of the requirements of Health and Safety legislation and will relay this to the nursery team.

All risk assessments will be kept together in the risk assessment folder.

## **Safe recruitment and suitable people**

All staff having direct contact with children will undergo a Disclosure and Barring service criminal record check (DBS). Until the DBS check has been cleared they will not be left unsupervised with the children. The number and date of issue of the DBS will be kept on record and the forms returned or destroyed.

All staff will be signed up to the update service, which will be checked at least twice a year.

All staff will be given an interview and/or play trial.

The DBS process will be used to confirm each person's identity.

All contracts will be offered subject to a three month probationary period to ensure the persons suitability. During this period a probation report will be completed each month, Apprentices will not be left unsupervised for the duration of their three month probation period.

Every effort will be made to receive a least two satisfactory references, however there may be times when this is not possible; for example when employing a 16 year old apprentice with no job history. In this instance efforts will be made to receive a school reference. If two satisfactory references cannot be obtained the person will not be left unsupervised throughout their probationary period. At the end of this time the manager will make a judgment regarding the member of staff's suitability.

We will notify Ofsted and the local authority in the event of a significant staff change (Nursery Manager or Deputy Manager).

We will keep records containing the name and addresses of staff members, volunteers and directors of nursery.

Staff are made aware of their responsibility to disclose any convictions, cautions, court orders, reprimands and warnings which may affect their suitability to work with children that take place either before, during or after their employment with the company has ceased.

Staff are required to disclose if an individual living in their household is disqualified from working with children, as this may mean that the staff member is also disqualified by their association to the offender. This applies to household members such as partners, children - including foster children - flatmates and lodgers. An employee can challenge the disqualification by applying for a waiver from Ofsted.

## **Safeguarding children**

We intend to create in our nursery an environment in which children are safe from abuse and in which any suspicion of abuse is promptly and appropriately responded to. In order to achieve this we will:

### Exclude known abusers

It will be made clear to applicants for posts within the nursery that the position is exempt from the provisions of the Rehabilitation of Offenders Act 1974.

We will follow our policy for Safe Recruitment.

Management reserve the right to seek advice from the Multi Agency Safeguarding Hub/ Reading Council Early Years Department. All appointments, both paid and voluntary, 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.

### Seek and supply training

We will seek out training opportunities for all adults involved in the group to ensure that they recognise the symptoms of possible physical abuse, neglect, emotional abuse and sexual abuse.

### Prevent abuse by means of good practice

Adults will not be left alone for long periods with individual children or with small groups. Adults who are not employed by the nursery, e.g. students, will not take children unaccompanied to the toilet. 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 the self-confidence and the vocabulary to resist inappropriate approaches.

The layout of the playroom(s) will permit constant supervision of all children.

### Use of mobile phones and cameras

Staff and volunteers working directly with the children must not use mobile phones as it is inappropriate and distracts them paying full attention to the children in their care. Staff and volunteers are aware that they will be asked to leave the setting if they are found with their mobile phone upon their person. All mobiles must remain in the staff room during working hours. People without access to secure storage of their belongings are permitted to leave these within the nursery office. Managers are permitted to have mobile phones within the office area, however these will only ever be taken into a children's area, during opening times, in the event of an emergency i.e. to call an ambulance if the nursery phone is not available.

It is reasonable to expect parents, carers and other professionals to, at times, access their mobile phone whilst within the nursery building; this may be to take a call, check a calendar, or use a translation app. Parents are however not permitted to use mobile phones to video or take photos of the nursery children. Staff are vigilant to ensure this does not take place, and if they are concerned will challenge the person in question.

Nursery mobile phones are provided for outings, if further mobile phones are needed e.g. for larger or multiple outings a senior member of staff will be selected to take their own. Nursery mobiles are kept in the office at all other times.

A vital way to support the children's development and engage parents in their learning is through the use of photographs. This gives us a record of their activities and achievements. All parents sign to give their consent for photographs to be used in this way on their child's registration form; we also take consent for children to be photographed for publicity purposes etc.

Cameras from other sources may be present at times; such as a parent photographing their child's birthday tea. This will be at the manager's discretion; all outside photographers will be closely supervised.

#### Keep records

Whenever worrying changes are observed in a child's behaviour, physical condition or appearance, a confidential 'Cause for Concern' record will be set up, quite separate from the usual on-going records of children's progress and development. The record will include timed and dated observations, describing objectively the child's behaviour/appearance, without comment or interpretation; where possible, and the exact words spoken by the child; the dated name and signature of the recorder. Such records will be kept in a separate file and will not be accessible to people other than nursery management or other member of staff as appropriate.

#### Respond appropriately to child protection issues and Liaise with other bodies

The first concern will be the child. Children whose condition or behaviour has given cause for concern will be listened to, reassured and helped to understand that they themselves are valued and respected and have not been at fault.

Changes in children's behaviour/appearance will be investigated.

The nursery operates in accordance with guidelines laid down by the registering authority. Confidential records will be kept on children about whom the nursery is anxious.

Parents will normally be the first point of reference, but if they are not in a position to allay any legitimate anxieties or in cases of clear child protection concerns, the enquiry may be taken directly to the Multi-Agency Safeguarding Hub (MASH).

All such suspicions and investigations will be kept confidential, shared only with those who need to know. The people most commonly involved will be the member of staff/key worker and the nursery management team.

When an enquiry has been made to MASH the nursery will await the decision of the hub and take the course of action as directed. The action taken by MASH may be:

- Passing the information provided to Children's Social Care (Access and Assessment) and the police for child protection enquiries.
- Passing the information provided to Children's Social Care (Access and Assessment) for an assessment.
- Referral to Early Help Services.
- Referral to a Community Resource
- Passing the referral back with advice of no further action.

The nursery will maintain on going contact with the local authority, together with names, addresses and telephone numbers of individual social workers, to ensure that it would be easy, in any emergency, for the nursery and the Local safeguarding children board to work well together.

If a volunteer or member of staff is accused of any form of child abuse, guidance will be sought from the Local safeguarding children board department and their procedures followed. The nursery will inform the Disclosure and Barring Service of any person who is dismissed or leaves the company, with a pending investigation, in relation to the safety of children.

Confidential records will be kept of the allegation and of all subsequent proceedings.

### Support families

The nursery will take every step in its power to build up trusting and supportive relationships between families and staff and volunteers in the group.

Where a child protection issue is suspected, the nursery will continue to welcome the child and family while investigations proceed. Confidential records kept on a child will be shared with parents. 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 Duty

From 1 July 2015 all schools, registered early years childcare providers and registered later years childcare providers are subject to a duty under section 26 of the Counter-Terrorism and Security Act 2015 to have "due regard to the need to prevent people from being drawn into terrorism". This duty is known as the Prevent duty.

As a setting we aim to build children's resilience to radicalisation by promoting fundamental British values, please see our separate policy, and giving children the skills they need to challenge extremist views, by promoting self-confidence and self-awareness and tolerance of others.

If we have concerns regarding a child's welfare we will follow our normal child protection procedures.

We aim to reduce the risk of children in our care becoming radicalised by:

- Risk Assessment; being aware of changes in children's or their family's behaviour, and reporting any behaviour of concern to the safeguarding officer. This includes monitoring absences of children.
- Working in Partnership with other agencies, such as the Local Safeguarding Children's Board (LSCB). The Police and Local Charities may also be sources of support when needed. We will work in partnership with Parents and carers and will signpost towards appropriate support.
- Training; our safeguarding officer will have Prevent Awareness training and will support other staff in understanding their duties.
- Using IT safely; all children are closely monitored when using IT equipment within the setting. Use of social networking sites is strictly prohibited.

### Domestic abuse

Domestic abuse is any type of controlling, bullying, threatening or violent behaviour between people in a relationship. But it isn't just physical violence - domestic abuse includes emotional, physical, sexual, financial or psychological abuse.

It can happen in any relationship, and even after the relationship has ended. Both men and women can be abused or abusers.

Domestic abuse can seriously harm children and young people. Witnessing domestic abuse is child abuse, and teenagers can suffer domestic abuse in their relationships.

It's often difficult to tell if domestic abuse is happening, because it usually takes place in the family home and abusers can act very differently when other people are around.

Children who witness domestic abuse may:

- become aggressive
- display anti-social behaviour
- suffer from depression or anxiety
- not do as well at nursery - due to difficulties at home or disruption of moving to and from refuges.

If we have concerns regarding a child's welfare we will follow our normal child protection procedures.

### Child Sexual Exploitation

Child sexual exploitation (CSE) involves exploitative situations, contexts and relationships where young people receive something (for example food, accommodation, drugs, alcohol, gifts, money or in some cases simply affection) as a result of engaging in sexual activities. Sexual exploitation can take many forms ranging from the seemingly 'consensual' relationship where sex is exchanged for affection or gifts, to serious organised crime by gangs and groups. What marks out exploitation is an imbalance of power in the relationship. The perpetrator always holds some kind of power over the victim which increases as the exploitative relationship develops. Sexual exploitation involves varying degrees of coercion, intimidation or enticement, including unwanted pressure from peers to have sex, sexual bullying including cyberbullying and grooming. However, it is also important to recognise that some young people who are being sexually exploited do not exhibit any external signs of this abuse.

If we have concerns regarding a child's welfare we will follow our normal child protection procedures.

### Female Genital Mutilation

Female Genital Mutilation (FGM): professionals in all agencies, and individuals and groups in relevant communities, need to be alert to the possibility of a girl being at risk of FGM, or already having suffered FGM. There is a range of potential indicators that a child or young person may be at risk of FGM, which individually may not indicate risk but if there are two or more indicators present this could signal a risk to the child or young person. Victims of FGM are likely to come from a community that is known to practise FGM. Professionals should note that girls at risk of FGM may not yet be aware of the practice or that it may be conducted on them, so sensitivity should always be shown when approaching the subject.

If we have concerns regarding a child's welfare we will follow our normal child protection procedures.

## Whistleblowing

Whistleblowing encourages and enables staff to raise serious concerns within the nursery, rather than overlooking a problem or 'blowing the whistle' outside. Staff are often the first to realise that there is something seriously wrong with the nursery. However, they may not want to express their concerns as they feel that speaking up would be disloyal to their colleagues or to the nursery.

We are committed to the highest possible standards of openness, and accountability. In line with that commitment we expect staff, and others that we deal with, who have serious concerns about any aspect of the nursery's operation to come forward and voice those concerns.

The policy applies to all employees, permanent and temporary, bank staff, volunteers and work experience students.

NB. Other procedures are available to employees e.g. the Grievance procedure which relates to complaints about your own employment. This policy also does not replace the Complaints Policy which is for the use of Parents, Grandparents and all other carers of children who use the nursery.

### The Aims of the Policy

- To encourage you to feel confident in raising concerns and to question and act upon concerns about practice.
- To provide avenues for you to raise concerns in confidence and receive feedback on any action taken.
- To ensure that you receive a response to your concerns and that you are aware of how to pursue them if you are not satisfied.
- To reassure you that you will be protected from possible reprisals or victimisation if you have a reasonable belief that you have made a disclosure in good faith.

### Types of Concern

- Behaviour which has harmed, or may harm a child.
- Where there is a possibility that a member of staff has committed a criminal offence against a child or related to a child that has not been disclosed.
- Behaviour towards a child or children in a way that indicates that s/he is unsuitable to work with children.
- Conduct which is an offence or a breach of law.
- Failure to comply with a legal obligation.
- Health and safety risks, including risks to the public as well as other staff.
- Damage to the environment.
- Actions which are unprofessional, inappropriate or conflict with a general understanding of what is right and wrong.

We recognise that the decision to report a concern can be a difficult one to make. If what you are saying is true, you should have nothing to fear because you will be doing your duty to your employer and those for whom you provide a service. We will not tolerate any harassment or victimisation (including informal pressures) and will take appropriate action to protect you when you raise a concern in good faith.



All concerns will be treated in confidence and every effort will be made not to reveal your identity if you so wish. At the appropriate time, however, you may need to come forward as a witness. This policy encourages you however to put your name to your concern whenever possible. Please note that:

- Staff must disclose the information in good faith.
- Staff must believe it to be substantially true.
- Staff must not act maliciously or make false allegations.
- Staff must not seek any personal gain.

#### How to Raise a Concern

As a first step, you should raise concerns with the Area Manager, Helen Kinch. If appropriate the Local Authority Designated Officer (LADO), will be contacted to:

- Provide advice and guidance to the setting
- Will liaise with Children's Social Care and other agencies
- Will monitor the progress of cases where necessary
- Will work to ensure that all allegations are dealt with appropriately

The contact number for the LADO is displayed in the nursery office. If they are unavailable 'MASH' or Out of hours Child Protection can be contacted - their details are displayed alongside the LADO contact number. In an emergency the police will be called.

If the allegation is against the Area Manager, advice from another member of Management should be sought, or the LADO should be contacted directly. Alternatively, you can call Ofsted on 0300 123 3155, email them at [whistleblowing@ofsted.gov.uk](mailto:whistleblowing@ofsted.gov.uk) or write to them at:

WBHL, Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

## **Safety**

The safety of young children is of paramount importance. In order to ensure the safety of both children and adults, the nursery will ensure safety in the following areas:

### Environment

- Safety checks on premises, both outdoors and indoors, will be made before every day/ session.
- The main entrance will be permanently locked and there will be a buzzer/ intercom system.
- Low-level glass is safety glass, marked to British Standards.
- Outdoor space is 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 ratios 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.
- Heaters/electric points/wires and leads will be adequately guarded.
- 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.
- 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.

### Supervision

- 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.
- 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 not be left unattended.

### 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.
- There will be a signing in and out book for adults visiting the nursery.

### Management

- Regular safety monitoring will include checking of the accident records 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 answer the door during these periods.
- Hot drinks are not permitted where children are present.
- Fire drills will be held every 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, including the outside play area.
- Fire extinguishers will be checked annually by qualified fire technicians 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.
- There will be safe surfaces beneath and around all climbing equipment and such activities will be appropriately supervised.
- All cooking activities will be carried out in the rooms provided. Children will never be allowed into the kitchen area.
- Access to dangerous areas such as stairways will be physically restricted and closely supervised.
- Systems will be in place to ensure that children are not at risk from swinging doors.
- Systems will be in place to ensure that no child can leave the premises unattended.
- A correctly stocked first aid box will be available at all times.

## **Security Procedure**

We will ensure the nursery is safe and secure both indoors and outdoors.

The nursery security is such that children are unable to leave the premises unsupervised and intruders are prevented from entering.

The main entrance of the nursery will be protected by a code lock which will only be known to the staff team.

Children will only be released into the care of individuals named by the parent. These persons should be named on the registration form, however in case of emergency they may be named by telephone call giving a detailed description of the person and/or password.

All visitors will be asked to record their name and visiting times on the visitors register. The visitor will only be allowed entrance of the nursery after stating the purpose of the visit and ID will be requested if necessary.

All staff and children's arrival and departure times will be recorded on the appropriate register.

In the event of an intruder, all children will be kept together in a safe area. The police will be called and the incident will be investigated.

## Lost Children

There are a limited number of situations where a child could be lost and these are:

- Where a child wanders off on a nursery outing (see Policy on Outings)
- Where a child escapes from the garden
- Where a child is taken from the nursery by an unapproved adult (see Procedures for Answering the Door and for the Collection of Children)

Should a child become lost the following action should be taken:

- Alert the member of staff in charge who will make enquiries of relevant members of staff as to when the child was last seen and where.
- Remember the safety of the other children, with regard to supervision and security.
- Ensuring that the remaining children are sufficiently supervised and secure, one or preferably two members of staff should search the building, garden and immediate vicinity.
- If the child cannot be found within ten minutes then the police and parents must be informed.
- Continue to search, opening up the area, and keeping in touch with mobile phone if available.

When the situation has been resolved members of staff should review the reasons for it happening and ensure measures are taken to ensure that it does not happen again. This should be then recorded in the incident book with the parent's signature to show they have read it and a copy sent to Ofsted.

## **Fire Procedure**

Fire practices will be carried out at termly intervals and recorded in the fire log.

The following fire procedure will be displayed around the nursery:

Upon discovering a fire, raise the nearest alarm.

The manager or person in charge will call the fire brigade and take out contact numbers for children and staff, and visitor book and staff register.

Upon hearing the alarm, staff should collect the register, assemble the children and leave by the nearest fire exit. Senior staff to ensure toilet areas, hallway etc. are checked.

Staff and children should meet at the assembly point **directly outside of the fire doors** where the person in charge will decide if it is necessary to move to the place of safety.

Once assembled registers must be called.

## **Staffing arrangements**

The nursery will meet or exceed the required adult: child ratios:

### Children aged under two:

1 adult: 3 children

The member of staff in charge of the baby room will hold a suitable level 3 qualification and have at least 2 years experience of working with babies.

### Children aged two:

1 adult: 4 children

One person will hold a suitable level 3 qualification

### Children aged three and over:

1 adult: 8 children

One person will hold a suitable level 3 qualification

Or if a person holding a suitable level 6 qualification is present and one other person holding a level 3 qualification, between the hours of 8 and 4:

1 adult: 13 children

At least half of the nursery team will hold a level two qualification.

Cover for breaks will be provided where necessary, however when children are sleeping or resting exceptions may be made. In these circumstances the adults need not be present in the room however the correct number of staff will remain on the premises, should they be needed.

Bank or agency staff will be available to cover staff absences or emergencies. Children may be regrouped or staff re-deployed to cover such occurrences however consistency for the children will be of utmost importance.

Suitable volunteers over the age of 17 may be counted in ratios. 16 year old apprentices may be counted in ratios, but only if the manager deems them to be competent and responsible.

## **Smoking**

The nursery is a smoke-free environment.

The nursery management team will ensure that no one smokes within the nursery or its grounds.

Staff are only permitted to smoke on designated breaks, away from the nursery grounds and should wear suitable outer clothing in order to protect their nursery uniform.



### **Selecting Play Equipment and Toys**

The toys and equipment in nursery provide opportunities for children, with adult help, to develop new skills and concepts in the course of their play and exploration.

The equipment we provide is appropriate for the ages and stages of the children.

The equipment will enable children, with adult support, to develop individual potential and to work towards and achieve the curriculum goals. It will offer challenges to developing physical, social, personal and intellectual skills and conforms to all relevant safety regulations and is sound and well-made.

The nursery and its equipment will feature positive images of people, both male and female, from a range of ethnic and cultural groups, with and without disabilities.

We will provide a range of raw materials which can be used in a variety of ways and encourages an open-ended approach to creativity and problem-solving.

All equipment is checked on a daily basis and anything that is deemed hazardous will be disposed of.

We have a budget in place to regularly replace and/or add to our toys and equipment.

## **Premises**

The nursery will be arranged in a way that meets the needs of children, including, when possible, those with disabilities.

The nursery will meet the space requirements as set out in the Statutory Framework for the Early Years Foundation Stage:

Children under two: 3.5m<sup>2</sup> per child

Children aged two: 2.5m<sup>2</sup> per child

Children aged three to five: 2.3m<sup>2</sup> per child

Staff and children will be aware of the evacuation procedure and this will be clearly displayed around the nursery for visitors. The nursery has appropriate fire detection and fire control equipment. All fire control equipment is inspected regularly. Fire exits are kept clear and are clearly identifiable.

Our public liability insurance is clearly displayed in the entrance hall.

Rooms will be maintained at an adequate temperature, well lit and ventilated.

### **Qualifications, training, skills and knowledge**

The nursery manager and deputy will hold a relevant level three qualification. The nursery manager will have at least two years relevant experience.

At least half of all other staff will hold a level two qualification.

The nursery will endeavor for all staff to hold or be working towards a relevant qualification. All staff will be supported throughout their training.

All staff will receive an induction pack explaining their roles and responsibilities. It is the responsibility of the individual to ensure their understanding of this pack. It is the responsibility of the whole nursery team to induct new members of staff and ensure their understanding of their role.

Regular staff monitoring will take place including probation reviews, key person reviews and peer observations.

'Paths to Greatness' will be completed to review individual staffs training needs.

Management will complete regular training reports and staff appraisals, and use these to identify training needs.

All staff will have the opportunity to attend be in house and local authority training.

## **Observations, assessment and planning**

The purpose of planning is to ensure a rich learning environment for each child, in which they can grow and develop, reaching their full potential.

Our method of planning is a 'scaffolding approach'; we observe what children can already do, and plan what we can do to support them to move to the next stage - we call these next steps. The scaffolding method of planning enables all practitioners and parents to have involvement, which ensures a team approach to supporting the children's development. Our one page planning sheet is a big step away from our previous methods of planning, requiring a lot less paperwork, however we have found the planning is more real and reflective of what the children are doing on a daily basis, rather than a box filling exercise.

### **A Unique Child - Our starting point**

All planning begins with the Unique Child theme - our starting point, which is an observation of an individual child, whether it is an observation of a schema, interest or stage of development. This is the starting point that leads into linking this observation with Enabling Environments.

### **Enabling Environments**

The Enabling Environment section describes what is available for the child to access inside and outside as a child-initiated activity/independently based around the original observation. For example, if a child showed a schema around transporting, this section would describe what resources were available inside and outside to support that schema of which the child could access independently and during child-initiated play.

Evaluating and assessing what is available at the child's level to support their interests/schemas or stages of development is a powerful tool in ensuring that these enabling environments represent a high quality learning environment for all children in the room.

### **Teaching and Learning**

The next section is the Teaching and Learning section linked to the 'Early Years Outcomes' and 'What to expect, when'. This is where practitioners explore and describe what adult led/directed activities will be taught to enhance and develop the original observation. It is here that practitioners make links to the 'Early Years Outcomes' and/or 'What to expect, when' next to the planned activities. It is also here that practitioners use their own professional knowledge, experience and judgement to decide learning intentions and which areas of learning will be covered.

For example, an adult-led activity, such as leading a bug hunt in the garden could include reference to any and all areas of learning. Practitioners listen to their own judgement and choose which area of learning and 'learning intention' they wish to enhance through the activity for the benefit and progression of the individual children in their key group.

We believe that practitioners must have the confidence and conviction to explain what they have planned in this section and why. It is within this section that, perhaps in the past, we would have had large detailed accounts of what was to be planned in great length with detailed links to the EYFS. However, we now confidently rely on the professionalism and expertise of the practitioner without having to rely on reams of paperwork. The key person is the one who holds the key information and knowledge about the children and their professional judgement is highly valued. We do not need reams of paper evidence but, instead, a few short high quality words or

sentences, abbreviated links to the 'Early Years Outcomes' and/or 'What to expect, when' and a knowledgeable practitioner behind it.

In the teaching section, practitioners can also make reference to the characteristics of effective learning, if and when required. We feel it is good practice to include these references on our planning because the characteristics of learning effectively get to the core of what makes every child tick and very importantly how they learn. Reference to a characteristic of effective learning can be made in addition to a prime or specific area of learning when linking the EYFS to an adult-led or directed activity.

### **Individual Child**

The next stage is the Individual child; this focuses on the individual learning needs of each child. This is an opportunity for practitioners to detail any individual needs unique to a child and to detail key questions or vocabulary that the practitioner will introduce or expand upon. Naturally, the level of questioning and number of new words will vary dependent on the age and stage of the child but we feel it is a crucial part of the effective planning of each child. Open-ended questioning and key words add quality to the planning and help to focus the learning intentions.

When talking to children we use the Match+1 technique; for example if the child says a word, the adult will add one word and repeat back to the child:

Child - **Car**

Adult - **Blue car or Fast Car or Shiny Car**

Child - **Thomas's cat**

Adult - **Thomas's Fluffy cat**

When children are developing a wider vocabulary we use 'rule of thumb'; for every question we ask we aim to give four comments which may include the new key words we have included on our planning - for example:

Question: Where is your car driving to?

Comment 1: It looks like a very fast car

Comment 2: I think it would win a race

Comment 3: It's a very shiny car

Comment 4: I like to go to the seaside in my car

### **Reflective Practice**

The final section is reflective Practice and is linked back to the original observation and the Unique Child theme. Practitioners reflect on the planning: Could the adult-led/directed activity be enhanced either now or in the future? Could practice be improved? Have the children achieved and made progress?

The planning sheet is a working document that can be, and is, amended according to what the practitioners observe from the children. How long each sheet remains in action is dependent on the child's interest and original observation. If a child's interest continues then the practitioner will continue to build on it, enhance it and progress the child's development accordingly. However, because the nature of the planning is instantly responsive to the child, the sheet allows for the observation to be planned and provided for effectively and this inevitably opens up more possibilities for the child every time. Over the course of a usual week, all children's interests, schemas and stages of development can be observed and acted upon to a high quality level.

### **Why our planning is effective**

Excellent practice is promoted using this planning because practitioners are empowered and have the confidence to follow the child's lead and record only what it is necessary to record, enabling the practitioner to spend their time engaged in high quality activity with the children.

To ensure planning is fit for purpose we have asked ourselves:

- Why does a piece of paper need to be written?
- What value does this have and who is it for?
- Why are we doing what we are with our children?
- Can we explain this and is this evident in our environments and our practice?
- Do we know where the children are in line with the Early Years Outcomes and can this be effectively evidenced?
- Are they making progress - how do we know?

We believe that by using our one page planning cycle alongside our comprehensive and thorough learning journeys for each child, which incorporate in-depth summative assessments and the tracking of individual progress, we can and do answer these questions successfully and with confidence.

### **Learning journeys**

Each child has a Scrapbook containing their observations, artwork and photographs of them taking part in activities. A progress report will be written every term, and a copy given to parents.

Parents are welcome to ask for their child's Scrapbook at any time.

Parents are encouraged to add their own observations and photographs to their child's Scrapbook. 'Wow' and 'Superstar' sheets are available in the entrance hall to record special achievements. 'Things you can do at home' sheets are sent home regularly, these also have a part that can be returned and incorporated into the child's learning journey.

Any concerns about a Child's development will be discussed with the parents and management team. Outside support will be sought if necessary.

### **Two year checks**

Progress reports written when a child reaches the age of two years will form the Government required 'Two year progress check'. Parents will be asked for a copy of their health visitor report.

## Outings

For all outings the following procedures must be followed:

Permission for each outing must be gained from the person in charge of the nursery.

On every outing the child:carer ratio's will be maintained or exceeded, in line with the appropriate risk assessment.

When children join the nursery permission will be sought for children to go on local outings. For any trips further afield further permission will be sought.

A first aider must be present and a suitable first aid box must be taken.

A mobile phone with sufficient credit and battery will be taken in order to contact the nursery in the event of an emergency.

The children must be counted before setting off (on the coach if used) and counting must be ongoing at regular intervals throughout the outing. If the group is broken up into sub-groups a designated person in charge must be assigned and that person is responsible for counting the children at regular intervals.

Toilet facilities must be provided for the children at regular intervals.

Food and drinks must be provided at similar times to those in the nursery and additional drinks should be offered if the weather is warm or if energetic exercise is part of the day.

Meeting points must be pre-designated and times arranged when all the party should assemble. These must be strictly adhered to.

Transport must be fully insured; drivers' details satisfactory and all seats must have safety harnesses or equivalent. The maximum seat capacity of the vehicle must not be exceeded.

At the conclusion of each outing the member of staff in charge of the outing will discuss with the nursery manager:

- Any particular problems with transport (e.g. coach arriving late, no seat belts etc.)
- Any particular problems with the venue (e.g. nowhere to shelter during rain)
- Any particular problems with specific children (illness, distress, etc.)
- Educational benefits of the visit
- Comments from parents
- Recommendations for future visits.

Prior to each outing the person in charge of the outing will refer back to the reviews and take accounts of comments when preparing for the next outing.

## **Complaints Procedure**

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.

We believe 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 generally and we welcome suggestions on how to improve our group at any time. Many concerns can be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, the following procedures should be used.

### **How to complain:**

A parent who is uneasy about any aspect of the group's provision should first of all talk over any worries and anxieties with the nursery manager.

If this does not have a satisfactory outcome within two weeks, or if the problem recurs, the parent should put the concerns or complaint in writing to Greyfriars Ministries limited (GML).

The next stage is to request a meeting with the nursery. The parents and the manager should have a friend or partner present if required and an agreed written record of the discussion should be made.

### **Most complaints should be resolved informally or at this initial stage**

If the matter is still not sorted out to the parent's satisfaction, the parent should again contact GML. At this point, if parent and group cannot reach agreement, it might be helpful to invite an external mediator, one who is acceptable to both parties, to listen to both sides and offer advice (such as a member of Reading Council Early Years Department). A mediator has no legal powers but can help to help define the problem, review the action so far and suggest further ways in which it might be resolved.

Staff or volunteers within the Nursery will be available to act as mediator if both parties wish it. The mediator will keep all discussion confidential. S/he will meet with the group if requested and will keep an agreed written record of any meetings that are held and of any advice s/he has given. The involvement of a mediator represents the final stage in the complaints procedure.

### **The role of the registering authority**

In some circumstances, it will be necessary to bring in the registering body, which has a duty to ensure laid down requirements are adhered to and with whom the Nursery works in partnership with to encourage high standards. The registering authority would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these cases both parent and nursery would be informed and the Nursery would work with the registering body to ensure a proper investigation of the complaint followed by appropriate action.

Contact details for our registered body **Ofsted** are clearly displayed in the entrance hall of the nursery. We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the nursery and parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.

### **Key persons**



The nursery has a key person buddy system; each child will have a main key person along with another member of staff who will also get to know that child particularly well. This will normally be a qualified member of staff buddied with a trainee member of staff as this will give the trainee member of staff the opportunity to learn how to work with the parents in an effective manner.

The child's key person will work with the parents to ensure that the nursery is meeting their individual needs. They will keep records for their key children, and document evidence appropriately.

Although the key person will be the parents' main point of contact, we will ensure that each child's individual needs are well known to all staff in their base room to ensure consistency.

**Record keeping**

The nursery registration certificate will be displayed in the nursery entrance hall, where it is visible to parents.

All records will be kept up to date and be easily accessible and available for Ofsted should they request to see them

Parents will be encouraged to inform us of changes to their personal details.

The confidentiality policy will be followed for all confidential information.

Records that need to be kept for a significant period will be archived and clearly marked so that they are easy to find.

### **Alcohol/other substances**

When working in the nursery staff must not be under the influence of alcohol or any other substance which may affect their ability to carry out their role.

Those taking medication which they believe may affect their ability to carry out their role must seek medical advice and only work if their *GP* confirms it is safe to do so.

## **Confidentiality Policy**

The nursery work with children and families will sometimes bring us into contact with confidential information. To ensure that all those using and working in the nursery can do so with confidence, we will respect Confidentiality in the following ways:

- Parents will have ready access to the files and records of their own children but will not have access to information about any other child.
- Staff and students will not discuss individual children, other than for purposes of curriculum planning/group management, with people other than the parents/carers of that child.
- Confidential information should not be passed over the telephone.
- Information given by parents/carers to the nursery manager or key-worker will not be passed on to other adults without permission.
- Issues to do with the employment of staff, whether paid or unpaid, will remain confidential to the people directly involved with making personnel decisions.
- Any anxieties/evidence relating to a child's personal safety will be kept in a confidential file and will not be shared within the group except with the child's key-worker/manager.
- Students during training, when they are observing in the nursery, will be advised of our confidentiality policy and required to respect it.

All the undertakings above are subject to the paramount commitment of the nursery, which is to the safety and well-being of the child. Please see also our policy on child protection.

## Curriculum

Our overall aim is to offer a range of activities, opportunities and experiences that will enable all children that attend to develop skills, confidence and independence.

We follow the Early Years Foundation Stage curriculum framework which encourages children to learn through play. The curriculum guidance has four key themes; **The Unique Child** develops and learns through interaction in **Positive Relationships** and **Enabling Environments** and this supports children's **Learning and development**.

The staff team will plan activities that meet the children's individual needs and interests; these are informed by the use of on-going observational assessment.

Children's progress is tracked using their Scrapbooks and developmental reports; these are shared with parents to ensure they are up to date and involved in their child's learning.

## **Admissions and Enrolment Policy**

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:

- ensure that the existence of the nursery is widely known in all local communities. We will place notices advertising the nursery in places where all sections of the community can see them, in more than one language if appropriate
- describe the nursery and its practices in terms which make it clear that it welcomes both fathers and mothers, other relations and other carers, including child minders, and people from all cultural, ethnic, religious and social groups, with and without disabilities
- monitor the gender and ethnic background of children joining the group to ensure that no accidental discrimination is taking place
- make our equal opportunities policy widely known
- consult with families about the opening times of the nursery to avoid excluding anyone
- be as flexible as possible about attendance patterns so as to accommodate the needs of individual children and families.

The nursery will offer spaces to families in a way that will ensure the nurseries maximum occupancy can be reached in order to make the most of the spaces we have available. This may mean we are only able to offer quieter days to those families who want part time places during busy periods. However a first come, first served policy will be used at all other times.

Children who are currently attending the nursery or who have a sibling attending will be given priority.

Registration forms must be fully complete and the registration fee paid in order to secure a place. When time permits the space will be offered in writing and sent along with the first month's fees invoice and a baby room question for younger children. Fees must be received before the first day at nursery by the date specified on the offer letter.

## **Nursery charging policy**

### Day Nursery

Fees are charged calendar monthly in advance.

The monthly amount is the weekly amount multiplied by 51 (the number of weeks the nursery is open) and then divided by 12.

Fees are charged for all holidays and bank holidays, missed sessions due to illness or in the event of the nursery being closed due to circumstances beyond our control such as adverse weather, power failure or fire.

Invoices are due for payment on the first day of the month and are sent by email one week before the due date.

Amounts outstanding on the 7th of the month will attract a late payment charge of 5% or £10, whichever is the greater.

The nursery reserves the right to immediately terminate the nursery place when fees are not paid in full by the 14th of the month.

A charge of £5 will apply for every 5 minutes a child is left uncollected after their collection time.

We require one month's notice in writing prior to the termination or change of the nursery place. If a parent withdraws their child during this notice period the fees will still be payable.

## **Parental Information and Involvement**

Parents are the first educators of their young children. The aim of the group is to support parents in their essential role. We will:

- involve parents in shared record keeping about their own child, both formally and informally, ensuring that parents have access to all written records on their own children.
- ensure that parents are given information on a regular basis about their child's progress and have an opportunity to discuss it with staff.
- ensure that all parents have opportunities to contribute from their own skills, knowledge and interests to the activities of the group.
- ensure that all new parents are aware of and can contribute to the group's systems and policies.
- encourage parents to be involved in specific activities (such as baking), and to play an active part in the management of the group.
- ensure that all parents are fully informed about meetings, conferences, workshops and training.
- consult with families about the times of meetings to avoid excluding anyone.
- hold meetings in venues which are accessible and appropriate for all.
- welcome the contributions of parents, whatever form these may take.
- make known to all parents the systems for registering queries, complaints or suggestions.
- provide opportunities for parents to learn about the nursery curriculum and about young children's learning, in nursery and at home.

We will endeavour to ensure parents are fully informed of:

- The types of activities provided for children
- The daily routine
- The nursery team
- Food and drinks provided
- Our policies and procedures
- The complaints procedure and details for contacting Ofsted



## Settling in Nursery

We want children to feel safe and happy in the absence of their parents, to recognise other adults as a source of authority, help and friendship and to be able to share with their parents afterwards the new learning experiences enjoyed in the 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, using among other resources a copy of the nursery prospectus and a shared approach to the registration form.
- By ensuring plentiful opportunities for parents to inform the nursery about their children's current achievements and interests
- By encouraging parents to visit the nursery with their children during the weeks before an admission is planned.
- By introducing flexible admission procedures, if appropriate, to meet the needs of individual families and children.
- by making clear to families from the outset that they will be welcome and supported in the nursery for as long as it takes to settle their child there.
- By reassuring parents whose children seem to be taking a long time settling into the nursery.
- By introducing new families into the group on a staggered basis, for example two new children a day for a week rather than 10 new children all at once when possible.
- By encouraging parents, where appropriate, to separate from their children for brief periods at first, gradually building up to longer absences.

Children cannot play or learn successfully if they are anxious and 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.

## **Equal Opportunities Policy**

The Nursery is committed to helping nursery provide equality of opportunity for all children and families and take positive action to eliminate discrimination in all areas of their work. Greyfriars Day Nursery works in accordance with all relevant legislation, including

- Disability Discrimination Act 1995
- Race Relations Act 1976
- Sex Discrimination Act 1986
- Children Act 1989

We believe that the group's activities should be open to all children and families, and to all adults committed to their education and care. We aim to ensure that all who wish to work in, or volunteer to help with, our nursery have an equal chance to do so.

## **Admissions**

The nursery is open to every family in the community.

Families joining the nursery are made aware of its equal opportunities policy, which is regularly reviewed.

## Employment

The nursery will appoint the best person for each job and will treat fairly all applicants for jobs and all those appointed.

Commitment to implementing the group's Equal Opportunities Policy will form part of the job description for all workers.

## Families

The nursery recognises that many different types of family group can and do successfully love and care for children. The nursery aims to offer support to all families. The nursery offers a flexible payment system for families with differing means, either by cheque, direct transfer or cash payment.

The nursery aims to offer support to all families including providing a translator for people from other cultural backgrounds where possible.

## **Festivals**

Our aim is to show respectful awareness of all the major events in the lives of the children and families in the nursery, and in our society as a whole, and to welcome the diversity of backgrounds from which they come.

In order to achieve this:

- We aim to acknowledge all the festivals which are celebrated in our area and/or by the families involved in the nursery.
- Children will be made aware of the festivals which are being celebrated by their own families or others, and will be introduced where appropriate to the stories behind the festivals.

- Before introducing a festival with which the adults in the nursery are not themselves familiar, appropriate advice will be sought from parents and other people who are familiar with that festival.
- Children and families who celebrate at home festivals with which the rest of the nursery is not familiar will be invited to share their festival with the rest of the group, if they themselves wish to do so.
- Children will become familiar with and enjoy taking part in a range of festivals, together with the stories, celebrations and special food and clothing they involve, as part of the diversity of life.

### **The Curriculum**

All children will be respected and their individuality and potential recognised, valued and nurtured.

Activities and the use of play equipment offer children opportunities to develop in an environment free from prejudice and discrimination. Management of resources within the nursery will ensure that both girls and boys have full access to all kinds of activities and equipment and are equally encouraged to enjoy and learn from them.

Appropriate opportunities will be given to children to explore, acknowledge and value similarities and differences between themselves and others.

### Resources

These will be chosen to give children a balanced view of the world and an appreciation of the rich diversity of our multi-racial society. Materials will be selected to help children to develop their self-respect and to respect other people by avoiding stereotypes and by using images and words which reflect positively the contribution of all members of society.

### **Special Needs in relation to equal opportunities**

The nursery recognises that children have a wide range of needs which differ from time to time, and will consider what part it can play in meeting these needs as they arise.

Planning for nursery meetings and events will take into account the needs of people with special educational needs and disabilities.

We positively encourage any outside assistance from people such as health visitors, physiotherapists, speech therapists and other outside agencies in order to provide the best care possible where a special need is identified.

### **Discriminatory Behaviour/Remarks**

Any discriminatory language, behaviour or remarks by children, parents or any other adults are unacceptable in the nursery.

Our response will aim to demonstrate support for the victim(s), to help those responsible to understand and overcome their prejudices and to make it clear that such behaviour/remarks will not be tolerated.

### Language

Bilingual/multilingual children and adults are an asset to the whole group. Parents will be encouraged to speak to children in their first language at home.

Children and parents who have English as a second or additional language will be valued and their languages recognised and respected in the nursery.

#### Food

Working in partnership with parents, children's medical, cultural and dietary needs will be met.

#### Meetings

The nursery will make every effort to ensure that the time, place and conduct of meetings enable the majority of parents to attend so that all families have an equal opportunity to be involved in and informed about the nursery.

## **Behaviour Management**

We believe that children and adults flourish best in an ordered environment in which everyone knows what is expected of them and 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.

### In order to achieve this:

- All adults will try to provide a positive model for the children with regard to friendliness, care and courtesy and to offer strategies for handling any conflict.
- 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 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.
- We will take positive steps to avoid a situation in which children receive adult attention only in return for undesirable behaviour.

### When children behave in unacceptable ways:

- They 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 "time out" with an adult.
- Children will never be sent out of the room by themselves.
- Physical punishment, such as smacking or shaking, will be neither used nor threatened.
- Techniques intended to single out and humiliate individual children such as the "naughty chair" will not be used.
- Physical restraint, such as holding, will be used only to prevent physical injury to children or adults and/or serious damage to property. Any significant event of this sort will be recorded in the incident file, and the parent informed the same day.
- 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.
- Adults will not shout, or raise their voices in a threatening way.
- 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 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.

## **Special Educational Needs and Disabilities**

We aim to provide appropriate learning opportunities, for all children. Our aim is to provide for the individual developmental needs of each child in the group. All children in the group, irrespective of their special needs or disabilities, are encouraged wherever possible and appropriate to participate in all the group's activities.

Children with special needs or disabilities, like all other children, are admitted to the nursery after consultation between parents, nursery manager and key-worker. Our system of observation and record-keeping, which operates in conjunction with parents, enables us to monitor children's needs and progress on an individual basis.

The needs and progress of children who have special educational needs or disabilities are monitored by our group's special educational needs co-ordinator.

Our key-worker system ensures that each adult is especially responsible for, and close to, a small number of children, so each child receives plenty of adult time and attention.

We work closely with the parents of all the children in the group to ensure that:

- The group draws upon the knowledge and expertise of parents in planning provision for the child
- The child's progress and achievements are shared and discussed with parents on a regular basis
- Parents know the identity of the group's special educational needs co-ordinator
- Parents are aware of the arrangements for the admission and integration of children with special educational needs or disabilities.
- If it is felt that a child's needs cannot be met in the nursery without additional personnel and/or equipment, funding will be sought to ensure that provision is appropriate to the child's needs.
- We work in liaison with relevant professionals and agencies outside the group to meet children's specific needs.
- Individual children will be assessed on a regular basis via interviews with key worker and the SENCO, and observation of the child in a play setting.
- All the usual records will be kept, but in addition a special SEND folder with targets will be produced and monitoring and target setting used to ascertain progress of children with Special Educational Needs or disabilities.
- Depending on individual circumstances, we feel it of paramount importance that children with SEND are offered curriculum specific objectives, and a broad and balanced curriculum in line with the other children present. It is also important that SEND children are allowed play and learning with their peers. If specific targets are identified for an individual, then professional help will be sought.
- Links between the nursery and external support services, including the local authority and voluntary organisations will be sought when needed via the local council's early years team.

## **Promoting British Values**

The DfE has recently reinforced the need "to create and enforce a clear and rigorous expectation on all settings to promote the fundamental British values of democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs."

The government set out its definition of British values in the 2011 Prevent Strategy, and these values have been reiterated by the Prime Minister.

Our nursery sustains a Christian ethos, which incorporates these values:

### Democracy:

We listen to children, parents and our staff team; taking everyone's view into consideration. Our behavioural expectations are clear encouraging children to co-operate, take turns and be aware of the needs and views of others, appropriately for their age.

### The Rule of Law:

We consistently reinforce our high expectations of children. Children are taught the value and reasons behind our behavioural expectations. Learning that they are there to protect us, that everyone has a responsibility and that there are consequences when rules are broken.

### Individual Liberty:

Children are actively encouraged to make choices, knowing that they are in a safe and supportive environment. We educate and provide boundaries for young children to make choices safely, through our provision of a safe environment and well managed risks.

### Mutual Respect and Good Manners:

Children are encouraged to be caring towards each other, share equipment and listen to others, in an age appropriate manner. The staff help children to understand how to respect by talking about how their actions/words can affect others. Staff are good role models encouraging the use of please and thank you, and general good manners.

### Tolerance of All Faiths and Beliefs:

We aim to enhance children's understanding of all faiths and beliefs by participating in a range of celebrations throughout the year. Children have the opportunity to dress-up in clothes and try different foods from other cultures and we encourage parents/carers to participate and support our multi-cultural events.

### Celebrating British Culture

We celebrate our British culture by:

- Being active in our local community.
- Learning about the world around us, such as the seasons, and the importance of recycling,
- We celebrate special days such as Royal events and Pancake Day
- We learn about the arts; such as music and local landmarks





## **Major incident policy**

A major incident is defined as a traumatic incident that could result in the severe injury or death of a child, or staff member.

These include:

- Adverse weather conditions such as a severe flood
- Fire, bomb threat, explosion, terrorist attack
- Intruders
- Abduction or threatened abduction of a child
- Assault on a member of staff or a child
- Any other incident that may affect the care of the children at the nursery.
- On site road traffic or rail accident

In the event of a major incident the person in charge will contact the emergency services and, with their advice, decide on the best course of action to ensure the safety of everyone involved.

If evacuation is necessary the evacuation procedure will be followed. We will then move to a place of safety if necessary/advised to do so by the emergency services.

If it is not safe to evacuate the building, everyone involved will congregate in one area of the nursery building, deemed safest by the person in charge, and wait for further instruction from the emergency services.

## **Nappy Changing**

1. Ensure the child is securely placed on the changing area. Children are never to be left unattended on the nappy mat.
2. Make sure all items needed are to hand.
3. You must wear disposable gloves.
4. After changing the child, ensure gloves, wipes and nappies (folded) are disposed of in the nappy bin. Gloves must be changed before changing another child
5. Spray the mat with disinfectant and wipe over.
6. Staff must wash their hands after changing nappies.
7. Ensure the bins are emptied every evening and as needed in between.

Please note; nappy changing is an appropriate time to ensure children's noses, faces and clothes are clean and dry.

## **Toileting**

1. Although independence is encouraged assistance should be given as necessary.
2. Children must wash their hands with soap after visiting the toilet.
3. Staff must regularly check that toilets are flushed after use, and floors are clean and dry.
4. Any accidents will be dealt with in a sympathetic manner.

## Privacy Policy

### **Why do Greyfriars Ministries Limited collect personal information?**

We limit the collection of information to what is necessary to provide you with high quality services, to support your specific needs and requests, and to meet our business needs in connection with the services. Below we have highlighted the reasons for the collection of your personal information:

- To respond adequately to your requests for services or information;
- To provide services to individuals, families and employers, which includes child care, adult training/education, catering and the supply books;
- To provide a safe, healthy, and successful environment for those to whom we provide services;
- To provide resource material/information regarding our services and areas of interest to our customers, such as parenting, child care, adult care, education, wellbeing, and work/life balance, among other things;
- To aid in the administration of our services to our customers;
- To administer first aid, emergency and other medical care, when necessary;
- To comply with laws, and government regulations;
- To support our business purposes and functions related to the services, such as education, training, curriculum, communication, administration, and record-keeping;
- To provide operational reports and other information to employers offering our services to its workforce;
- To facilitate and process payments for the services;
- To fulfil tax, reporting, and other financial requirements and obligations;
- To administer employee payroll, benefits, tax/regulatory compliance and other record keeping and administration requirements; and
- To consider applications for employment and accredited education.

### **How do you consent to Greyfriars Ministries Limited use of your personal information?**

By providing your personal information, you are consenting to its collection, use and disclosure by Greyfriars Ministries Limited for the purpose outlined in this privacy policy. In light of the nature of our services, as well as applicable laws and regulatory requirements, if you choose to withhold some types of personal information or opt out of providing it, we may not be able to provide the services requested.

### **What personally identifiable information does Greyfriars Ministries Limited collect?**

The type of relationship you have with Greyfriars Ministries Limited will determine the specific information we will need to collect from you.

If you are a customer we will collect:

- Information necessary to perform the service that you provide voluntarily when registering whether by telephone, online or in person or during the course of services. Depending on the type of service engaged, the information requested may include your payment and contact details; a dependent's name, date of birth, gender, allergies, food restrictions, special needs, health information, and emergency contact details for doctors and alternative carers; or school records, applications, registration and enrolment information.
- Operational information, such as dates when you used our service, type of service provided, customer/child's name.

- Records created during the course of providing service to you or your dependents such as notes on the activities, behaviours, illnesses, medication, food, etc.; photographs; and other documentation records.

**If you are prospective customer, we will collect:**

- Information that you provide voluntarily when requesting publications or other information whether by telephone, online or in person. Information may include your name, telephone, and email/ mailing address, child's name and date of birth.

**If you are an employee, apprentice/student or applicant, we will collect:**

- Information that you provide voluntarily whether by telephone, online or in person including your name, mailing/email addresses, telephone number, employment history with job descriptions, education, references, affiliations and other relevant information for payroll, benefits and administration.

**Where does Greyfriars Ministries Limited store personally identifiable information?**

- Electronic Information: All data will remain on electronic storage data systems within the European Union. This may include the use of cloud based storage, which may be managed by third parties.
- Hardcopy Information: The hardcopy of personal information we collect will remain in UK.

**Who does Greyfriars Ministries Limited share personally identifiable information with?**

Greyfriars Ministries Limited considers your personal information confidential and does not share it with others except as described in this privacy policy. There are limited circumstances that require Greyfriars Ministries Limited to disclose your personal information to others in order to deliver services or to meet Greyfriars Ministries Limited necessary business purposes. We may disclose your information, as necessary to meet legal requirements: this may include sharing personally identifiable information with law enforcement or other government entities as required by law or as we reasonably determine to be necessary to protect our rights or the rights of others, to prevent harm to persons or property, to fight fraud, or to enforce our web site terms of use.

In the unlikely event of any Greyfriars Ministries Limited business unit being transferred to another nursery provider, relevant personal information could be transferred to the new provider, but we would seek assurances that this was held under the same levels of data security.

**How can individuals access or update their personally identifiable information?**

Greyfriars Ministries Limited are committed to collecting personal information that is accurate, complete, current and reliable for its intended use. If you would like to obtain a copy of the information we hold you should make a request in writing, stating the information you wish to receive, to The Data Protection Officer, Greyfriars Ministries Limited, 55-57 London Street, Reading, RG1 4PS.

If you are requesting a copy of information about a child we will require proof that you are the parent or guardian of the child. An administration charge of £10 is made per request and this should be included with your application.

**How does Greyfriars Ministries Limited protect your personal information?**

Greyfriars Ministries Limited use appropriate technical, administrative and physical safeguards to protect against loss, unauthorised access, destruction, misuse, modification and improper disclosure of the personal information we collect in both physical and electronic format. We provide information security awareness training to our staff, suitable to their role. However, no computer system or information can ever be fully protected against every possible hazard. As a result, Greyfriars Ministries Limited cannot guarantee the security and privacy of the information you provide to us.

In addition, you play a valuable part in protecting the security of your information. Your password to access your billing information or training profile should never be shared with anyone. If you believe that someone has improperly used or provided information about you that you did not authorise, please contact us immediately.